

## Price and Schedule Information

**Number of participants:** 12 min – 18 max

**Schedule:** Once a week (Thursday) for 13 weeks  
*Thursdays* → Feb 11- May 20, 2010  
*Morning Session* → 8:00am - 11:45am  
*Afternoon Session* → 1:00pm - 4:45pm

**Cost per Participant:** \$ 1,480 (incl. materials)

A follow-up session to help participants with aspects of their new skills and techniques they may be having difficulty with in the workplace, is held 60-days following the program at no additional cost.

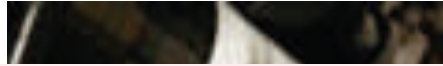
All sessions will be held in the  
**Regional Ambulance Service Training Room**  
adjacent to the Rutland Regional Medical Center

All participating companies qualify for a grant subsidy from either the Vermont Training Fund or Workforce Education and Training Fund. Contact Stafford Technical Center for more information.

***'Register for the session that is right for you!'***

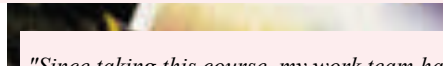
**To Register, send:** Name, Address, Name of Company, Phone and e-mail address to ...

Maryanna Ezzo  
Stafford Technical Center  
8 Stratton Rd, Rutland, VT 05701  
802-770-1178  
mezzo@rutlandhs.k12.vt.us



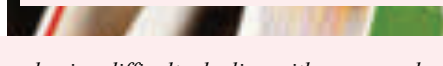
*"This program has opened my eyes to the challenge of being a leader, and has given me some great skills and techniques that have already served me well."*

*Team Leader*



*"Since taking this course, my work team has come together. Even with the same production volume we are ahead of schedule, turnover has dropped and employees want to be on my work crew."*

*Manufacturing Supervisor*



*"I was having difficulty dealing with some work issues. Now I have gained some insight and skills that have helped me to become a better manager."*

*Department Manager*



### **Leading From Within™**

Stafford Technical Center  
8 Stratton Rd  
Rutland, VT 05701  
Phone: (802) 770-1178  
Fax: (802) 770-1066  
mezzo@rutlandhs.k12.vt.us

# *Leading from Within™*



*brought to you by ...*

**The Rutland Region WIB**

*and the*

**Stafford Technical Center**

*in collaboration with*

**Action to Excellence, Inc. (ATX)**

### **Imagine a Leadership Development Program that ...**

- ◆ Assists managers and supervisors with aligning strategic goals with measurable department and employee goals
- ◆ Enhances communication skills of feedback, conflict resolution, interviewing, coaching, and teamwork
- ◆ Builds analytical skills of problem analysis and decision making
- ◆ Develops a systems-thinking approach to performance management and HR Law
- ◆ Assesses leadership style and behavioral strengths of participants
- ◆ Clarifies for leaders, their underlying values that define their character and engenders trust



### **... That program is here!**

*Leading From Within™ is a results-oriented program with specific demonstrated outcomes. The program includes pre-work, small-group project, and a follow-up component ... and can be customized to fit your unique organizational needs.*

*ATX is a Vermont-based company located in S Burlington.  
For additional information please contact ATX at 802-878-6884 or visit us at [www.atxco.com](http://www.atxco.com)*



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### **Leading From Within™ Weeks 1-13**

**Week 1:** Principled Leadership ~ Building trust for a Collaborative and Customer-Focused Workplace

**Week 2:** Exploring Behavior and Leadership Styles for Effective Performance and Growth

**Week 3:** A Quality Approach to Solving Problems and Making Decisions

**Week 4:** Communication, Listening, and the Art of the Question

**Week 5:** PM1 Setting Expectations and Giving Effective Feedback

**Week 6:** Employment Law and the Workplace

**Week 7:** PM2 The Collaborative Review and Progressive Discipline

**Week 8:** Motivation and Cultivating Institutional Knowledge

**Week 9:** Managing Group and Organizational Conflict

**Week 10:** Effective Strategies and Techniques for Employee Retention

**Week 11:** Hiring and Interviewing Techniques for Selecting the Best

**Week 12:** Coaching ~ Bringing out the Best for Optimal Performance

**Week 13:** Project presentations and graduation