

Team productivity and supervisory-management effectiveness is greatly impacted by your ability to persuade others and get your point across.

Clinical research points to five key factors that increase the likelihood of others complying and becoming advocates for your requests, instructions, direction, and leadership.

In this program you will learn the Five Keys to Influence as a Supervisor or a Manager. These techniques and concepts will allow you to:

- Understand why people say "yes" and do what you want them to do
- Learn to break the barriers that often block your message
- Craft clearer messages that will lead others to respond in a more positive manner
- Learn to become a more persuasive messenger; and what you can accomplish by showing more appreciation
- Develop a Win/Win approach to problem solving (Managing Self-Interest)
- Learn to get control of information and misinformation to improve your productivity and team performance
- Learn to avoid conflicts and confrontations by overcoming communication blockers (bias', gender issues, and opening closed minds)

Registration starts at 8 AM. Enjoy a continental breakfast and meet other participants before the session begins.

About Your Presenter



Dr. Andrew L. Ulrich

Dr. Andrew L. Ulrich is an associate professor of Business Law in the Department of Economics & Legal Studies at Oklahoma State University and has served in this capacity since 1986. Prior to joining the faculty of the College of Business Administration, Dr. Ulrich received a law degree from Case Western Reserve University, completed post doctoral studies at the London Institute of Comparative Law, and practiced law with a major corporate law firm.

Dr. Ulrich is a lecturer, researcher, and consultant in the areas of influence, negotiation, and consumer protection, and is a recipient of the Greiner Outstanding Teacher Award, the University Extension Faculty Excellence Award, the 1999 Regents Distinguished Teaching Award and the UCEA Excellence In Adult Education Award. While away from the office, Dr. Ulrich enjoys primitive travel to remote regions of the world. His adventures have led him to almost 50 countries, and he has climbed mountains in South America, Central America, Asia, and Africa's Kilimanjaro.

Drawing upon his negotiation experience as an attorney and a professor at Oklahoma State University and in Kyoto, Japan, Dr. Ulrich can help you achieve your professional goals while increasing your leadership, managerial and people skills.

Improving Supervisory and Managerial Performance and Productivity with the Power of Influence

January 31, 2007

A special 1-time training event for supervisors, managers and executives sponsored by the Division of Personnel

Time: 8:30 AM – 12:30 PM

Location: Truman Building Room 490-492

COST: \$95.00

Questions:

Contact Teresa Maher at (573) 751-4514 or Teresa.Maher@oa.mo.gov

Enroll in confidence at:

<https://www.training.oa.mo.gov/edenroll.htm>

