



FLICC
FEDLINK

American Management Association Confronting the Tough Stuff: Management Skills for Supervisors

08/04/10

Meeting Announcement MA201025

FLICC Education Event



Date

Monday & Tuesday
August 23-24, 2010

Time

9:00 a.m. - 4:00 p.m.
(Registration begins at 8:30
a.m. There is no entry to the
Library of Congress prior to
8:30 a.m.)

Place

The Library of Congress
Madison Building, 6th Floor
West Dining Room
101 Independence Ave, SE
Washington, DC

Metro and Directions

Capitol South
(Orange/Blue Lines)

Sponsor

FLICC Education Working Group

Information

Call FLICC (202) 707-4813
TTY (202) 707-4995
Request ADA
Accommodations five
business days in advance at
ADA@loc.gov.

Registration

\$650 for FT accounts/\$700
for non/FT)
[http://www.loc.gov/flicc/
feveform.html](http://www.loc.gov/flicc/feveform.html).

Cancellations

Please notify FLICC at (202)
707-4813 prior to the start
of an educational program or
the full fee will be charged.

Effectively manage timely "real-life" challenges to increase your value and effectiveness.

Now you can learn the skills to tackle and solve real-life situations with the increased confidence of a pro. You will role-play issues such as team dysfunction, mediation, coaching, resolving conflict, delegating and motivating.

This seminar helps you become more resilient and effective during tough times. It gives you the critical tools to work with the most uncomfortable situations. You will increase your chances of turning bad scenarios into more positive outcomes and lead your team with increased effectiveness.

Learn how to:

- ~ coach uncooperative employees
- ~ identify constructive and destructive conflict and capture conflict's benefits
- ~ build techniques for using conflict to increase cohesion
- ~ delegate effectively to reluctant staffers
- ~ motivate with strategies for helping employees overcome organizational and interpersonal obstacles to performance
- ~ write helpful, legally-sound performance appraisals

Save 64 percent off the regular price!

FLICC is pleased to sponsor this American Management Association program at a reduced price for federal librarians and technicians. The American Management Association is a world leader in professional development, advancing the skills of individuals, teams, organizations and government agencies. With over 85 years of experience delivering 140+ training seminars throughout the country, AMA has refined their training programs to meet today's challenges.

