

ARE YOU BUILDING YOUR LEADERSHIP CAPACITY?

- ◆ What are you doing to create a high achievement culture in your organization?
- ◆ What investment are you making in keeping your best and brightest employees?
- ◆ How will you prepare to build tomorrow's leaders today?

"People want to be part of an organization that is interested in their personal and professional growth."

As change continues to occur at a rapid pace, perhaps the greatest risk to an organization's future is maintaining their culture. Most organizations do not do a great job at preserving and reinforcing their culture.

Leaders need to find effective ways to send the message that vision and values are important.

Organizations earn loyalty by creating a stimulating environment that emphasizes and encourages their employees personal growth. People want to be part of an organization that is interested in their personal growth.

Few organizations have a process in place for training their people in the vital soft skills. Vital soft skills are those skills that allow us to maintain strong relationships with customers, co-workers and others.

LeaderSeries™ is leadership skill conditioning designed to help organizations invest in their people's vital soft skills, enabling both the organization and its people to achieve greater success.



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LEADERSERIES™



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BY UPSTREAM NORTHWEST



CONFLUENCE TECHNOLOGY CENTER
WENATCHEE, WASHINGTON
SEPTEMBER 16—OCTOBER 21, 2009

FALL 2009 SCHEDULE

Wednesday, September 16

8:30 am to 10:00 am

THE POWER OF EXAMPLE

Employees learn more about an organization's core values, expectations, performance standards, unwritten rules, culture, and vision from the examples set by its leaders than from any other source. The lesson offers insightful observations on the power of example, identifies the benefits that come from aggressively harnessing its power to teach, and offers examples of settings where that power might most effectively be utilized.

Wednesday, September 23

8:30 am to 10:00 am

EFFECTIVE COMMUNICATION

Understand the importance of communication in your organization, identify bad communication habits, learn the most common myths of communication, discuss implementation ideas to improve personal communication skills, and how to improve communication throughout the organization.



Wed, September 30

8:30 am to 10:00 am

DYNAMICS OF EFFECTIVE TEAMS

What are the dynamics that make some team so successful and others non starters? In this episode we will look at the four stages of team development, discover what makes a strong team, take a functionality assessment of your team, learn the five dysfunctions of a team, understand how to overcome typical team dysfunctions, clarify team member roles, and understand how to build better team agreements.

Wednesday, October 7

8:30 am to 10:00 am

DELEGATING EFFECTIVELY

Effective delegation provides important benefits to busy people, those receiving assignments, customers, and the organization. After reviewing the common excuses we give for not delegating, the real reasons we fail to delegate, and the significant benefits of delegation, this episode teaches a simple, six-step process that ensures effective delegation. Important delegation "dos and don'ts" are also discussed.

Wednesday, October 14

8:30 am to 10:00 am

GIVING CONSTRUCTIVE FEEDBACK

Giving constructive feedback to another employee is one of the most valuable things a leader, coach, or mentor can do. After first differentiating criticism from constructive feedback, this lesson offers eight rules for giving feedback, warns of potential pitfalls, and identifies when and how feedback should be given as well as who should give it.

Wednesday, October 21

8:30 am to 10:00 am

GIVING MEANINGFUL PRAISE

Giving meaningful praise helps to fulfill that important need and is one of the most powerful tools leaders can use to encourage and reward performance. But how do you do it—how do you move from mediocre to excellent in praising the work of others? And how do you do it in a way that's comfortable for both the praise giver and the recipient? After discussing the many ways both individuals and organizations benefit from praise, the lesson provides six crucial keys to giving meaningful praise and offers nine valuable tips to help you become a true expert.

Package includes registration for all 6 Episodes, Workbook Materials with slides and Value Guarantee—All for \$295

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Upstream Northwest is a recognized leader in helping organizations with Vision, Strategy, Leadership and Teamwork. Check them out at www.upstreamnorthwest.com

Colin G. Brine, CPA

FACILITATOR. STRATEGIST. GUIDE.

CEO and co-founder of Upstream Northwest, Colin helps organizations in the development of vision, leadership and teamwork. Colin has over 25 years of experience helping leaders reach new levels of success. He is an Upstream Academy Guide and a graduate of the Disney Institute.



Confluence Technology Center

All episodes will be held at the world class Confluence Technology Center. For directions visit online at www.ncwctc.com

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