



Ames Chamber of Commerce 2009 Professional Development Series "World-Class Communication"

11:30am-1pm

2nd Tuesday of
the month

By combining lunch and learning, this series provides professional development opportunities that fit right into your busy schedule! The series will be held on the second Thursday of the month from 11:30am-1:00pm. New this year is the exciting addition of three seminars held in conjunction with the Chamber Business Improvement Forum Series!

"World-Class Communication" Series

- January 13:** **Effective Communication**
Presented by Doug Pedersen, HR Systems, Inc.
- February 10:** **Communication & Thinking Style**
Presented by Beth Fleming, ISU Extension Family Life Specialist
- March 10:** **Crucial Conversations**
Presented by Ann Henderson Kennedy, PhD., Crossroads Consulting
- May 12:** **Conflict Resolution**
Presented by Don Broshar, ISU Extension Youth & Community Specialist
- June 9:** **Dealing with Difficult Behaviors**
Presented by Don Broshar, ISU Extension Youth & Community Specialist
- July 14:** **Negotiation Skills**
- August 11:** **HR Communication**
Presented by Ben Roach, Nyemaster Goode
- October 13:** **Visual Communication**
Presented by Rick Brimeyer, PDG Consultants
- November 10:** **Communication 2.0-Effective Internet Marketing**
Presented by Tim Hackbarth, eDash Marketing

See reverse side for session descriptions & locations

Chamber Member Registration:

- \$100 for entire series (9 lunch & learn sessions) or \$15 for each individual program. Lunch is provided for lunch & learn sessions.
- \$165 for all three seminars or \$65 for each individual seminar
- Series & Seminar Package: \$265

New! 3 Seminars presented by ATW Training and Consulting

Taking the Step from Good to Great: Organizational, Team, & Individual Strategies for Success

April 16
8:30am Registration
9am-12pm Seminar
Hilton Garden Inn
1325 Dickinson Ave.

Everyday Creativity and Innovation

September 17
8:30am Registration
9am-12pm Seminar
Hilton Garden Inn
1325 Dickinson Ave.

A Passion for Results: Developing Strategies to Get What You Want in 2010!

December 10
8:30am Registration
9am-12pm Seminar
Hilton Garden Inn
1325 Dickinson Ave.

Effective Communication

January 13th
First National Bank
405 Fifth Street

This session will equip the employee, supervisor, or manager with tools that include: various communication methods, effective and ineffective communication, differences in how people listen and learn, and finally, how to use the variety of resources available in the workplace today.

Presented by Doug Pedersen, HR Systems, Inc.

Communication & Thinking Styles

February 10
ISU Foundation, Lepke Community Room
2505 University Blvd.

Using current brain research, this session will explore how thinking styles influence the way we communicate. Attendees will have an opportunity to assess their personal style as well as learn what might help them more effectively send and receive messages.

Presented by Beth Fleming, ISU Extension Family Life Specialist

Crucial Conversations

March 10
ISU Foundation, Lepke Community Room
2505 University Blvd.

Presented by Ann Henderson Kennedy, PhD., Crossroads Consulting

Conflict Resolution-Can't We Just Get Along?

May 12
Quality Inn & Suites
2601 E. 13th Street

Controversy and conflict are normal and expected in organizations. Leaders need to understand controversy and conflict in order to keep groups alive and active. This session will explore conflict and demonstrate a conflict management process.

Presented by Don Broshar, ISU Extension Youth & Community Development

Dealing With Difficult Behaviors-Do I Have To Work With That Person?

June 9
Quality Inn & Suites
2601 E. 13th Street

Groups can present difficult situations and behaviors which present challenges to leaders. This session will focus on a framework for how to handle these difficult behaviors.

Presented by Don Broshar, ISU Extension Youth & Community Development

Negotiation Skills

July 14
Gateway Hotel & Conference Center
2100 Green Hills Drive

HR Communication

August 11
Gateway Hotel & Conference Center
2100 Green Hills Drive

This session will focus on recruiting, interviewing, and communicating with prospective and current employees: what the law requires and allows.

Presented by Ben Roach, Nyemaster Goode

Visual Communication

October 13
Mary Greeley Medical Center
1111 Duff Avenue

We've all heard, "What gets measured gets done." But *measuring* performance is only half the story. It's just as important to effectively share performance measurements with your team so that they know the score. This session will teach you how to utilize visual communication within your work team.

Presented by Rick Brimeyer, PDG Consultants

Communication 2.0-Effective Internet Marketing

November 10
Mary Greeley Medical Center
1111 Duff Avenue

Internet marketing is full of buzz words: Blogs, Social Networking, Email Marketing. This session will break through the jargon and discuss simple Internet strategies you can use to produce tangible results. Topics will include Local Search, Adwords, Blogging and SEO (Search Engine Optimization).

Presented by Tim Hackbarth, eDash Marketing



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\$15 for individual programs. Lunch is provided for the lunch and learn sessions.

\$165 for all three seminars or \$65 for individual seminars.

Series Package: \$265

Non-Member Registration: \$250 for entire series (9 lunch & learn sessions) or

\$25 for individual programs. Lunch is provided for the lunch and learn sessions.

\$285 for all three seminars or \$95 for individual seminars.

Series package: \$535

Register on our website www.ameschamber.com, or call Crystal at 232-2310 for more information.



