

## Self-Mastery: The Integrity Model

Before you can lead others, you should first master self.

Self-mastery does not happen by accident. It is a process that occurs as we interact effectively with the events and circumstances of our lives. Each moment provides an opportunity to practice self-mastery by expanding our visions, awakening our minds and hearts and assuming full responsibility for living in the present.

## Taking Responsibility

How to be proactive, not reactive.

There is a power and a freedom that comes from accepting responsibility. Learn the true meaning and nature of personal responsibility and claim "ownership" for the results of both your professional and personal life.

## Communicating with Skill

The essence of relationships is communication.

It is through communication that people share information, make decisions, solve problems, and accomplish their day-to-day jobs. Without clear communication it is difficult to work closely and effectively as a team. Especially in this digital age, face to face communication is an important business skill.

## Conflict Management

The good, the bad and the ugly.

Strong leaders in today's fast-paced business world realize that employees who are adept at managing conflict are crucial to success.

To stay competitive, high performance organizations realize that they must effectively manage the conflict that occurs among their employees.

## The Role of Trust

When trust is absent, it's me vs. you and us vs. them.

When trust is absent, relationships are characterized by an adversarial attitude. Rather than goodwill, there are deep and hidden animosities. Respect is lost and performance is compromised. Energies go into manipulation and protection rather than working together toward a shared vision.

## Fearless Speaking

Speech is the only real collateral we have.

The ability to speak well in public is the single most important skill any business leader can have. Powerful presentation skills are not innate, but can be learned. You can become a fearless speaker. *Enroll in this 2 day course. Class size is limited.*

### The Worksmart Compass Series

To register, go to [www.worksmartky.com](http://www.worksmartky.com).

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PRESENTS



**COMPASS**  
*Leading the way to success.*

The most successful companies are those who invest in their people. Training is an absolute necessity that pays for itself many times over in improved performance and bottom line results.



The **Worksmart Compass Series** was designed for organizations that recognize the enormous capability of their employees and are willing to invest in their development.

Participants will develop knowledge and skills that will significantly increase their personal effectiveness and ability to successfully lead others. The classes are perfect for first time supervisors, middle managers, HR personnel, front line staff, small business owners and CEOs.

Finally the Bluegrass has a local company that is dedicated to helping you grow and develop your most important asset—people.

### Worksmart offers these classes:

- High Payoff Hiring
- Effective Supervisory Skills
- Managing Diversity
- Customer Service
- Time Management
- Setting Performance Expectations
- Change Management
- Self-Mastery: The Integrity Model
- Taking Responsibility
- Communicating with Skill
- Conflict Management
- The Role of Trust
- Fearless Speaking

**Marilyn Clark**  
*President/Owner,*  
*Worksmart, LLC*



## High Payoff Hiring

What happened to the person I interviewed?

Have you ever found the perfect candidate during an interview who turned out to be the wrong person for the job, costing you money?

Imagine if you could ensure the person sitting across from you in an interview would actually be one of your top performing employees.

## Effective Supervisory Skills

A great leader inspires others to find confidence in themselves.

Supervisors play a key role in any organization. They are responsible for creating a link between upper management and front line employees, and they have a dramatic impact on employee performance and behavior.

## Time Management

Time is money!

“Time is money”--Those that can manage time will increase the bottom line!

Effective time management is essential to success. The most successful organizations will seek and retain employees who are effective time managers and know how to set and reach goals based on the organization’s vision and values.

## Customer Service

Where do your customers want to go?

Leaders in today’s rapidly changing business world have determined that there is more to success than catchy advertising campaigns. Whether it is a business,

a professional practice, a health care facility or a government agency, success comes to organizations that value their customers and are dedicated to meeting their needs.

## Managing Diversity

What is the business case for diversity?

How do you manage changing demographics, four generations at work, retiring baby boomers and the looming shortage of younger workers? In this workshop you will learn how to manage and leverage diversity to create a competitive advantage for your organization.

## Setting Performance Expectations

Learn to confront behavior that fails to meet expectations.

Employees need a clear road map for success. In this workshop you will learn how to build trust, set non-negotiables, harness harmful behavior and create an environment that encourages innovation and employee engagement.

## Change Management

Why can’t things stay the same?

The future is guaranteed to bring more change, not less!

We believe that the most successful organizations help their employees understand the importance of developing effective change management skills for personal and professional success.

Change is a constant, challenging part of the workplace environment. Taking time to improve your skills is a worthwhile investment in your self-development.