

Business Development Leadership Series

To Register

Visit www.ywcahp.com

Call 882-4126

Or mail check to:

112 Gatewood Avenue
High Point, NC 27262

Cost is \$30 per class or
register the **same** person for the
entire series for \$150.00

Cost includes Lunch

*Proceeds from these programs
support the
Women's Resource Center*



YWCA High Point
112 Gatewood Avenue
High Point, NC 27262
www.ywcahp.com



Business Leadership Development Seminars

**eliminating racism
empowering women**

ywca

high point

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(336) 882-4126
www.ywcahp.com



Laura Hamilton

is President of her own speaking, training, and consulting business. Since 1984, Laura Hamilton Seminars, Inc has been conducting seminars, workshops, and keynotes in the area of communication skills and women's issues.



She numbers among her clients, Dell, Chevrolet, and GMC Truck, The Home Depot and numerous non-profit organizations throughout the United States.

Business Leadership Development Series

Four Generations in the Workplace

August 25th

This session will assist with

- 1) Understanding each generations' work ethics,
- 2) Realizing work values are no longer the same,
- 3) Discovering the need for responsibilities is different for each generation,
- 4) Identifying the need to succeed in each group and
- 5) Setting a plan of action to work with each generation successfully.

Understanding Yourself and Others

September 22nd

This session is designed to help participants to

- 1) Identify personal workplace behavioral strengths and weaknesses;
- 2) Identify others' strengths and weaknesses;
- 3) Understand the differences in workplace behavior;
- 4) Communicate with others more productively;
- 5) Form a work team with all behaviors blending for optimum communication.

Understanding Yourself and Others Continued

October 20th

See the description above.

Time Management for Busy People

November 17, 2009

This session is designed to assist participants in

- 1) Assessing current time management practices;
- 2) Learning the principles of developing excellent habits;
- 3) Utilizing technology to improve skills;
- 4) Enhancing current good practices to innovative new ideas;
- 5) Developing an action plan for the future.

Values in the Workplace

December 15, 2009

This session is designed to assist participants in

- 1) Understanding the power of values and diversity;
- 2) Identifying four types of value groups;
- 3) Increasing morale and productivity;
- 4) Reducing disagreement and stand-offs;
- 5) Appreciating the values system differences.

Toxic People in the Workplace

January 26, 2010

This session is designed to help participants in

- 1) Identifying toxic people who pollute the work environment;
- 2) Realizing the power of the toxic person's effect on all employees;
- 3) Discovering toxic waster in the workplace;
- 4) Learning the power of forgiveness and apology;
- 5) Developing a plan toward self-detoxification.

The Blame Game

February 23, 2010

This session will help participants learn:

- 1) How to take personal responsibility
- 2) How to stop pushing personal matters onto others
- 3) How to quickly assess a situation to avoid blame
- 4) How to find an easier way to escape unpleasant situations
- 5) A game plan from stress-free decisions

Telephone and Email Etiquette

March 23, 2010

This session will help the seasoned and not so seasoned participants to

- 1) Speak with a pleasant voice;
- 2) Calm irate people;
- 3) Use appropriate words with promptness;
- 4) Utilize active listening skills;
- 5) Master time management.

The Importance of Image

April 20, 2010

This session will help participants

- 1) Discover proper business etiquette: face to face, email, correspondences and manners;
- 2) Emphasize correct pronunciations;
- 3) Re-enforce the art of business writing;
- 4) Look at appropriate dress and appearance;
- 5) Practice better communication skills.