

Approved for 1.5 General
Credit Hour



Date: Thursday April 11th, 2013

Place: Holiday Inn – North 7th Bozeman

Time:

11:00am – 11:30am Registration, Lunch & Networking

11:30am – 1:00pm: Presentation

Cost: \$13 for members/ \$15 non-members

RSVP: by Monday April 8th, 2013 to:
<http://gvhra.shrm.org/registrations>

Please let us know when you RSVP if you will need an accommodation.

You will be billed if you make a reservation and do not attend. The hotel requires a 48-hour confirmation for catered events, so please RSVP as soon as possible. RSVP's help the GVHRA board, presenter, and facility and food providers to accommodate all attendees. Members who do not RSVP will be charged.

“Listen, Fight, Praise, Lead: Proven methods to Solve Problems and Improve Relationships” – Live webinar presented by Andy Janning

In today's fast-paced business world, you're faced with a number of challenges: listening closely, confronting respectfully, resolving issues effectively, and keeping the bond with your co-workers strong. But how do you face these challenges collaboratively, without having to resort to becoming either a dictator and order-giver - or worse yet, merely acquiescing to everyone else's requests while your own needs go unmet? This webinar has the answers.

Based on a pioneering leadership and communication model that earned its creator three nominations for the Nobel Peace Prize, *Listen, Fight, Praise, Lead* will equip you with:

- A proven listening technique that's been used to broker peace treaties between warring nations...and was even the basis of an entire *Everybody Loves Raymond* episode,
- The six-step conflict resolution model from which the term "win-win solution" was coined, and
- A simple three-step method that works for either confronting or praising anyone.

Andy Janning, President and Founder of No Net Solutions, is a financial services veteran with over 25 years of management and executive leadership experience. In 2008, he was named one of the 10 highest-rated speakers at the SHRM Annual Conference has been certified as a SPHR from SHRM. (Link on GVHRA for full bio)