

# Building Confidence in Yourself Leadership Workshop

This unique and intriguing leadership training, held at the Fort Wayne Country Club, includes a continental breakfast and lunch and features three professionals whose expertise create leaders who generate, engage and motivate.

October 3, 2014    8:30am - 4:00pm

## Karen Hickman: Business Etiquette, Communication Skills and Office Dynamics

Karen Hickman, etiquette and protocol consultant--Professional Courtesy, reveals the expectations for and requirements of top-notch managers and employees regarding business etiquette, communication styles and the impact on office dynamics on today's work-place environment. Managers and employees who understand, sharpen and practice these skills create engaged colleagues; successful workplaces; and, ultimately, higher profitability.



"At BKD we have a saying, 'you never get a second chance to make a first impression.' Karen Hickman has provided etiquette/protocol coaching to several of our people. They always enjoy the sessions, come away feeling more confident in themselves, and most importantly have improved their ability to make a lasting first impression...."

Thomas P. Cottrell, CPA, CGMA  
Managing Partner | Fort Wayne Office & Cost Segregation Services | BKD, LLP

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## Lori Strahm Helmkamp: Refuse To Be A Victim®

Every day it's in the news: women are accosted, houses are burglarized, identities are stolen, people are mugged and vehicles are carjacked. Don't wait to become another statistic or for someone close to you to get hurt!



The Refuse To Be A Victim® seminar teaches easy to understand methods you can use to increase awareness and prevent criminal confrontation. This is a great class for women, especially those on their own going to and from work or school. It's not a self-defense class, so physical strength is not required. All you need is the fortitude to take charge of your own safety.

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## Joe Wolfcale: They're Called Millennials and They're Terrible

Joe Wolfcale, Chief Executive Officer and multigenerational researcher, describes the fascinating and surprising relationships that can occur among multiple generations in the workplace environment. Focusing on the Millennial Generation, he shows how to connect with this intelligent, yet complicated group of people who have invaded our offices--and will continue to do so. Through interactive exercises and the latest and best information regarding Millennials, you will leave convinced your business will not only survive, but will also thrive with this generation.

"Joe's presentation at the workshop was engaging and entertaining. He opened my eyes to changes that I needed to make as a leader to better manage my diverse workforce. This was a great investment for the future of my company and I'm confident it will lead to better communications and a more productive business environment."

--Brad Gillum, Willow Marketing

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RSVP by Sep 12, 2013 to Karen Hickman:

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Before Sep 12: \$295 per person; \$265 for three or more from the same company  
After Sep 12: \$325 per person; \$295 for three or more from the same company