

# Professional Development Leadership Workshop

This unique and intriguing leadership training, held at the Fort Wayne Country Club, includes a continental breakfast and lunch and features two professionals whose expertise help to create leaders who generate, engage and motivate. Since class size is limited, please RSVP early to reserve your seat in the workshop. It's always a packed house!

June 23, 2017 8:30am - 3:30pm

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## 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.



"Karen is the epitome of professionalism and an expert in social skills. She translates etiquette and protocols into practical tools and techniques that everyone needs to learn or be reminded of for the workplace and as part of civility. I've had the privilege of learning from Karen over the last number of years and each time I attend her seminar I learn something valuable that I can apply immediately and pass along to those I lead."

--Lori Strahm, Director of Outreach Services, Parkview Health

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## Joe Wolfcale: Mastering Generational Issues in the Workplace

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, President, Willow Marketing

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RSVP by June 17, 2017 to Karen Hickman:

- [Karen.Hickman@professionalcourtesyllc.com](mailto:Karen.Hickman@professionalcourtesyllc.com)
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Before Jun 17: \$195 per person; 3 or more from company 10% discount  
After Jun 17: \$225 per person; 3 or more from company 10% discount