

MASTER ACADEMY (MML preconference)

Are You Getting This? (and)

Communicating for Results and Respect in the 21st Century

The greatest hindrance to growth in any organization, or in any individual career is poor communication, both up and down the ladder. Most people are promoted (or **not**) based on how they relate to others instead of their talent or skill level, and so many projects fail because of lack of – or poor communication. Using **The Ten Building Blocks of Influential Communicators**, this program gives you the skills you need to get results. It steeps down the core competencies of impactful communication in the 21st Century and leaves you understanding how to respectfully get things done.

Before It Comes to Blows!

Managing Conflict from Higher Ground

While no one enjoys conflict, it is often inevitable in a working environment. Unnecessary conflict can, at very least, affect production, morale and employee retention. At worst, unresolved conflict can cripple an organization.

The most successful and dynamic organizations, corporations and individuals learn how to resolve conflict before it starts, and create an atmosphere that fosters buy-in, understanding and expression.

These skills do not typically come naturally, but they can be learned! Participants will leave this program understanding how to prevent most conflict before it arises and how to manage that which can't be prevented, to minimize its effect on individuals and the overall organization.

Speaker: Lauren Schieffer

As the daughter of a career Air Force officer, Lauren Schieffer grew up being uprooted and relocated every couple of years. This imbued her with a profound independence and ability to adapt to changing circumstances. The lessons she learned from "The Colonel" have helped her make smart decisions and overcome adversity with humility and a sense of humor.

Lauren is a Certified Speaking Professional through the NSA and IFFPS. Able to relate to and energize everyone from the custodial staff to C-Level executives, Lauren is a master storyteller, delivering insightful, inspirational and relevant content that empowers people to absorb and act upon what they've heard – and she does so in an entertaining manner with a dry sense of humor that keeps them chuckling while they're learning.

Her enthusiasm is infectious and her passion unmistakable.

where:

Tan-Tar-A Resort

when:

September 10, 2017

9AM – 4PM Lunch on own

register:

click [here](#) to register online with credit card. \$125

Call 417-836-6866 to register and mail in a check. Registration opens July 1st.



Don't forget to attend the MoCCFOA sessions during the MML Conference as well!

September 11, 2017 at 2:30PM
Navigating the Waters between Elected Officials and Staff

September 12, 2017 at 11:00AM
A Performance Management Process

Presented by James Banks and Steve Mason

Registration for these sessions is included in MML Conference Registration.