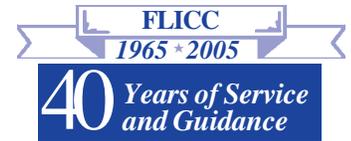


FLICC/American Management Association Leadership Series

Communicating Up, Down and Across the Organization



Real leaders appreciate it when employees take the responsibility to communicate new ideas, innovations and better ways to get the work accomplished. This seminar offers practical and adaptive strategies for informing and influencing others—no matter where they fit in the organizational chart. See more detailed course description.

Save \$1,245 Off The Regular Price!

Date—Monday, May 9— Tuesday, May 10, 2005

Time—9:00 a.m. - 4:00 p.m.

Registration begins at 8:30 a.m.

There is no entry to the Library of Congress prior to 8:30 a.m.

Place—West Dining Room, 6th floor Madison Building The Library of Congress

Use the Main Entrance at 1st and Independence Avenue, S.E., Washington, D.C.

Metro—Capitol South (Orange and Blue Lines)

Sponsor—FLICC Education Working Group

Registration—\$450

Visit the FLICC Educational Programs Web site at

http://www.loc.gov/flicc/feveform.html to register online, or complete and fax this form to (202) 707-4825. Request ADA accommodations five business days in advance at (202) 707-6362 TTY or ADA@loc.gov.

Information—Call FLICC (202) 707-4800; TTY (202) 707-4995

Cancellations—Cancellations must be called into the FLICC office (202-707-4800) 48 hours prior to the start of an educational program or the full fee will be charged.

FLICC/AMA—Communicating Up, Down and Across the Organization

03/15/05

Register online at http://www.loc.gov/flicc/feveform.html or fax the form below to FPE Registration (202) 707-4825.

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

Phone ( ) \_\_\_\_\_ Fax ( ) \_\_\_\_\_ Email \_\_\_\_\_

Payment Method:

Bill the \$450 registration fee to my agency's FEDLINK Education/Training (FT) account. To establish an FT account or add funds to an existing account, contact the FEDLINK Fiscal Hotline at 202-707-4900.

FEDLINK ID \_\_\_\_\_

OCLC Symbol \_\_\_\_\_

Attached is a standard government training form (e.g. SF182 or DD1556) or other billable document for the registration fee of \$475. The Library of Congress will bill my agency based on this document. Originals of these forms must be submitted onsite at registration.

Charge the \$475 registration fee to my agency's government credit card. (Do not include the account number; FEDLINK will contact the credit card holder listed below.)

CARD HOLDER \_\_\_\_\_

PHONE \_\_\_\_\_

Registrations are not complete until your FT account balance has been verified or other appropriate documentation is received.



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THE FEDERAL LIBRARY AND INFORMATION CENTER COMMITTEE • FEDERAL LIBRARY AND INFORMATION NETWORK

## FLICC/American Management Association Leadership Series

# Communicating Up, Down and Across the Organization

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Designed for employees, managers and executives who want to build the communication skills that encourage dialogue throughout the organization and between different departments and levels, this two-day seminar will help you

- ◆ Gain recognition by showing managerial effectiveness, leadership and creativity
- ◆ Create new opportunities within your organization
- ◆ Break down the barriers that stand between team cooperation and organizational effectiveness
- ◆ Reduce frustration by building cooperation between different silos
- ◆ Enhance productivity by gaining support and commitment
- ◆ Build esprit de corps and productive workplace relationships

## What You Will Cover

- Gaining and exhibiting self-esteem
- Targeting your message by knowing your audience and linking your message to its needs
- Building team commitment and ownership
- Interpersonal techniques for influencing
- Building compelling and persuasive business cases
- Constructing an informative, attention-getting project update

FLICC is also offering AMA's 5-Day MBA Program  
July 25-29, 2005. See FLICC Meeting Announcement  
MA2005-22 for more information!