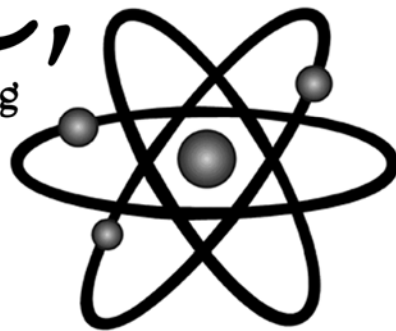


AVTEC, inc.
Center for Management Training



Managerial Skills That Help Build a Bridge to the 21st Century



*Master the Skills
and Techniques
to Succeed in
Today's
Workplace*

Our Mission

Avtec Center for Management Training's mission is to help public and private organizations increase their efficiency, effectiveness, and productivity; and to help individuals improve their job performance through lifelong learning.

Consulting Services

We counsel and assist managers in assessing needs, developing strategies, and applying specific methods for achieving quality goals. Our staff of professionals is exceptional. All have distinguished themselves in quality efforts prior to conducting seminars and workshops for Avtec CMT. Our seminars are comprehensive and practical, addressing a full spectrum of needs for the public as well as private sectors. All training and support materials are developed by Avtec CMT and are customized to fit the specific needs of the client.

Unparalleled Approach

The Center for Management Training offers high-quality team leadership training. We offer powerful training programs that provide practical tools to manage today's workforce. Avtec CMT has built its reputation on helping client's meet their organizational goals and objectives through comprehensive support, practical methods, and an objective approach to each challenge. Our unparalleled staff of professionals offer a range of seminars, workshops and curriculum built on a broad base of knowledge and hands-on experience.

Tailored for your Organization

Assessing your organization's requirements is the first step in developing a curriculum that best meets your needs. Our CMT professionals develop training programs tailored to your organization and are offered at times and locations that are most convenient for you.

Organizational Consulting

Avtec provides a successful "win-win" concept to managers that enhances their competence and ability to be more productive. Fundamental to this model, Avtec Center for Management Training focuses on areas that are related to human growth and development. Over the years, principles have emerged that managers can use to accomplish tasks through their team. Avtec CMT applies these common principles using concrete, practical steps that equip managers and employees to understand and apply these new skills immediately.

What we Offer

Our workshops and seminars are conducted by experienced professionals. Workshops can be designed for all levels of employees from top managers to first-time supervisors, in both public and private sectors. You'll learn how to:

- Make the transition from worker/employee to supervisor/manager
- Develop a group into a winning team
- Turn around problem behavior and unsatisfactory performance
- Motivate yourself and others
- Create a work environment that fosters cooperation and mutual support

Who Should Attend?

- Anyone interested in enhancing their performance in their organization
- Those preparing to move into a managerial position
- New supervisors who would like to have a formal overview of management techniques
- Seasoned managers who would like to review management principles and update their skills

Training Seminars & Workshops

Sales

Leadership

Communication

Supervisory Skills

Dispute Resolution

Workforce Diversity

Economic Development

Effective Delegating Skills

Conflict Resolution/Mediation

Alternative Dispute Resolution (ADR)

Indian Gaming – Employee/Management
Training & Development

Transitional Management Skills for First-Line Supervisors

Discipline & Grievance Handling

Coaching & Counseling

Sexual Harassment

Time Management

Customer Service

Facilitation Skills

Problem Solving

Team Building

Motivation

Course Topics Designed Specifically for the Indian Gaming Industry

Customer & Hospitality Service Techniques to
Increase the Bottom Line

Effective Communication Skills

Casino Management

Employee Responsibilities in the Workplace

Team Building for Success

Problem Resolution

Strategies for Self-Determination

Economic Development

Workshop Objectives

MOTIVATION

- Learn what drives people to work hard and do a good job
- Better understand the relationship between money and motivation
- Learn the basic functions of motivation
- Discuss various theories of motivation
- Discuss primary ingredients of motivation

TIME MANAGEMENT

- Discover “What’s In It for You?”
- Better understand how to balance your time
- Learn why managing your “time” is one of the most important elements in the process
- Acquire a follow up system that really works
- Identify your goals and values, and align them with your daily schedule
- Get a handle on procrastination

LEADERSHIP

- Describe the general nature of leadership
- Describe the factors affecting leadership styles
- Discuss various personal management styles that impact your success as a manager
- Identify and discuss various leadership theories and their relationship to management style
- Explain what an effective leader must do to be successful
- Discuss some of the traits or characteristics commonly found in effective leaders

CUSTOMER SERVICE

- Identify ways in which customer service representatives can maintain their effectiveness
- Define customer service and related components
- Discuss the keys to providing customer service
- Identify ways to deal with difficult customers
- Discuss ways to measure the quality of service being provided to the customer

EFFECTIVE DELEGATING

- Discuss what delegating is and its impact
- Learn what to delegate
- Learn how to select those whom you delegate to
- Learn how delegating is a part of managing
- Learn the Pros and Cons of delegating
- Learn why delegating is important
- Learn key factors to make delegation work

COMMUNICATION

- Define the term "communication" and describe how it works
- Understand how perception influences communication
- Be aware of the importance of nonverbal cues
- Recognize the importance and impact of providing feedback
- Examine the organizational communication process
- Develop good communication techniques
- Examine barriers to supervisory communication
- Examine guidelines for effective listening
- Become aware of barriers to effective listening

WORKFORCE DIVERSITY

- To better understand the concept of the workforce
- To examine the impact of cultural dimensions as they relate to diversity
- To discuss the key issues of workforce diversity that relate to managers
- To examine various myths and stereotypes that exist in the workforce
- To discuss the impact of the workforce in the year 2000 and beyond
- To learn how to avoid actions that create unfairness or the potential for a lawsuit

TEAM BUILDING

- Recognize definitions of words that pertain to team building
- Understand the importance of “trust” within your team
- Know why high quality teams are the roads to success in business
- Understand the elements of a successful team
- Recognize why planning is crucial to getting teams to take ownership
- Realize the importance of the communication process
- Know ways to resolve conflict
- Comprehend the idea of consensus building verses majority rules
- Understand the techniques for problem solving
- Create your own team model
- Realize the stages of team development

SUPERVISORY SKILLS

- Learn how to get things done through people
- Understand the impact of a supervisor’s style on employees
- Learn various methods of motivating your staff
- Learn effective leadership styles
- Learn five (5) important skills that every supervisor must know
- Discuss the importance of employee discipline
- Learn when to coach and when to counsel

COACHING & COUNSELING

- Understand the difference between coaching and counseling
- Learn how two-way communication increases coaching possibilities
- Learn how counseling can help team spirit
- Learn how coaching as a style can enhance leadership
- Learn how coaching and counseling can increase creativity and innovation for team members
- Learn how coaching and counseling can help to clarify goals and increase team cohesiveness

SALES

- Learn effective sales techniques
- Learn the importance of a sales vocabulary
- Learn various steps in opening a sale
- Discuss winning techniques for selling
- Learn the importance of closing a sale
- Learn the importance of non-verbal feedback
- Learn how to sell to difficult clients

PERFORMANCE APPRAISALS

- How do you rate your employees?
- Appraisals and evaluations
- Distortion tendencies and bias
- Performance evaluation
- Evaluation interviews and techniques
- Setting performance objectives
- Practice active listening skills
- Creating fair instruments
- Are evaluations necessary?

CONFLICT RESOLUTION

- Understand the dynamics of conflict in the workplace
- Identify strategies for resolving supervisor-employee conflicts in the workplace
- Understand your personal preferences for managing interpersonal conflict
- Apply the principles of effective employee relations to managing performance
- Identify the communication strategies that result in performance improvement

SEXUAL HARASSMENT

- Develop a clear and concise definition of sexual harassment
- Recognize various methods of sexual harassment
- Determine how sexual harassment impacts the workplace
- Learn effective ways to handle various types of sexual harassment
- The investigative process
- Sexual Harassment Statement
- Legal guidelines on sexual harassment

Small Business Development

Strategic planning

Marketing

Business plans

Small business consulting

Special market development

Personalized employee training

Management coaching

Small business accounting/bookkeeping services

Our Valued Clients

AFOTEC

Acoma Business Enterprises

Albuquerque Fire Department

American Home Furnishings

AUI, Inc.

Bernalillo County

Black Veterans Association of NM

Blue Cross/Blue Shield of New Mexico

City of Las Cruces

City of Santa Fe

- Public Utilities Department
- Planning & Land Use Department

COVAD Communications

Defined Fitness

DKD Electric

Federal Aviation Administration

Federal Bureau of Investigation

Health Care Horizons, Inc.

Jicarilla Apache Tribe

MCI WorldCom

MediaOne, Inc.

Monitek Engineering

NM Office of the District Attorney – 2nd Judicial District

New Horizons Computer Learning Ctr.

New Mexico Department of Education

New Mexico Department of Labor

New Mexico Taxation & Revenue

Otero County Electric Cooperative, Inc.

Professional Business Systems

QWEST(formally USWEST)

Sacred Wind Communication

Sandoval County Assessors Office

Seagate Technology Inc.

Sandia National Laboratories

State of New Mexico Department of Homeland Security & Emergency Mgmt

Saudi Government

The Navajo Nation

The Town of Bernalillo

Tularosa Basin Telephone Company

University of Ghana, West Africa

University of New Mexico

U.S. Bureau of Reclamation

U.S. Department of Energy

U.S. Department of the Interior

U.S. Fish and Wildlife Service

U.S. Forest Service

VAL-COMM, Inc.

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1999 - Small Business Administration section 8(a) program graduate

Certifications

Avtec, Inc. has been certified as a qualified minority business enterprise by the following organizations:

- Rio Grande Minority Purchasing Council
- Albuquerque Hispano Chamber of Commerce
- U.S. Small Business Administration