

# When Conversations Turn Crucial

Mastering conversations is key to supporting high performance in business and to improving relationships. Managers who can't talk honestly with the right people about the right issues can expect poor results. Learn insights and actions that you can use to make it safe to talk with almost anyone about almost anything.

**Attend this fast paced and engaging workshop brought to you by:  
The Carroll Chamber of Commerce and Poertner Consulting Group**

**Thursday, June 18, 2009**

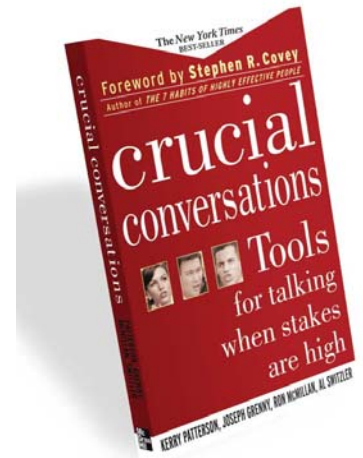
**\$15 per person (Chamber member)**

**\$25 per person (Non-Chamber member)**

**7:30 A.M. Registration & Continental Breakfast**

**8:00 – 9:00 A.M. Workshop**

**Carrollton Centre**



Every team and every organization has problems. The difference between the good and the best is not how many problems they have, but how they candidly discuss and resolve them. The best defense is crucial conversations that are handled with respect in a straightforward way. Shirley Poertner of Poertner Consulting Group will share concepts and practices which help individuals achieve results while strengthening relationships.

- Master Conversations
- Achieve Results
- Eliminate Costly Errors
- Strengthen Relationships
- Talk to Anyone About Anything
- Register Today



**Make your reservations TODAY! Deadline to register is Tuesday, June 16, 2009**

Enclosed is my check for \$\_\_\_\_\_ for \_\_\_\_\_ Chamber members @ \$15 each.

Enclosed is my check for \$\_\_\_\_\_ for \_\_\_\_\_ Non-Chamber members @ \$25 each.  
If more than one attendee, please attach list of all attendees with the following information:

Name \_\_\_\_\_ Business \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ E-mail \_\_\_\_\_

**Make Checks Payable To: Carroll Chamber of Commerce, P.O. Box 307, Carroll, IA 51401**