

Specially Prepared for Professional Associations



SAM R. LLOYD, M.B.A., is President of SuccessSystems, Inc., international training and development consultants based in Boulder, Colorado. Sam has worked with people in organizations for over 30 years providing training for a wide variety of individual and organizational needs. His strong background includes completing all courses and exams for a Ph.D. in Marketing and Organizational Behavior, ten years as a university faculty member and administrator, several years in sales, sales training and supervision in the insurance industry, and twenty-seven years as head of his own company. Sam has authored six books and a number of articles in business and professional journals.

Sam designed, developed and directed hundreds of seminars and short courses for the business community during his years as Assistant Dean of the School of Business Administration at the University of Missouri-St. Louis and as Director of the Management Center at Southern Methodist University in Dallas. He has been an active member and leader of several professional associations including the International and USA Transactional Analysis Associations, the Administrative Management Society, the American Society for Training and Development and the Boulder Area Human Resources Association.

Keynote, Chapter Meeting, Workshop

Sam is available for your chapter or state council as a presenter for a chapter meeting, a conference or special event workshop. Keynote presentations will require a modest fee and half-day or full-day workshops can be contracted with a profit-sharing arrangement that is negotiable.

Sam has held leadership positions in professional associations for many years including being in charge of programs and conferences and knows how important they are for providing a membership benefit. He also knows that costs are an important consideration and has set his fees to help you provide a high quality program without having to break the piggy bank!

We benefit from the exposure gained from delivering good presentations and we value win-win relationships. We hope to work with your association!

Some Professional Associations & Conferences We Have Served

Northern Colorado HR Association (Ft. Collins)
Boulder Area HR Association (Boulder, CO)
HR Southwest Conference (Fort Worth, TX)
HR Mgmt. Assn. of Greater St. Louis
Administrative Management Society - St. Louis
Int'l. Assoc. of Administrative Professionals
National Association of Retail Druggists
National Telephone Cooperative Association
Colorado Employee Assistance Professionals
Northern CO Human Resources Association
National Telephone Cooperative Association

Pikes Peak Chapter - ASTD (Colorado Springs)
Rocky Mountain Chapter ASTD (Denver)
Northern Rockies Chapter ASTD (Ft. Collins)
Colorado Assoc. of Law Enforcement Trainers
Treasure Valley Chapter ASTD Conf. (Boise, ID)
American Pharmaceutical Association
North Louisiana Chapter ASTD (Shreveport)
Academy of Managed Care Pharmacists
Oklahoma State SHRM Conference
Wyoming State SHRM Conference
Colorado State SHRM Conference

SuccessSystems, Inc.

"Training & Coaching People To Excel"

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Presentation Topics

Listed below are topics that can be presented as keynote presentations, chapter meeting presentations, workshops for conferences (ranging from 1 to 3 hours in length), or special event workshops (either half day or full day programs). We will be happy to provide brochure copy and outlines for any of these topics to reduce the time and effort required of your chapter volunteers to produce marketing materials.

INFLUENCING SKILLS

Learn how to influence others (including upper management) even when you are not the boss! Many managers and staff professionals have a responsibility to contribute at the strategic level in their organizations. Your specialized knowledge is of little value to the organization if you are unable to influence others! Your organization will benefit from your improving your skills for influencing others and you will enhance your personal effectiveness and success.

HANDLING CONFLICT WITH SKILL

Some type of conflict occurs in most organizations daily. Even minor conflicts can reduce productivity, interfere with teamwork, harm relationships, lower morale and increase turnover! Major conflicts can be devastating! Learn to recognize the 3 roles played by everyone in conflict situations, new ways to respond in conflict situations, and skills required to prevent more conflicts or resolve those that do occur with win-win outcomes!

ACHIEVING LIFE BALANCE

More and more employees rank life balance as one of their top values and criteria for desirable employment. Basic benefit and compensation packages will not satisfy life balance needs of employees and even desirable extras such as fitness centers, flexible hours, etc. may not be enough. Learn tools and techniques for achieving life balance and experience using these tools in this presentation designed to help you learn about clarifying values and priorities, developing action plans for achieving life balance, using support people and a contractual approach to all relationships so you can help others do the same.

BUILD A SUPER MEMORY!

Can't remember the steps to follow in that process you do only occasionally? Can't remember names of people? Have trouble recalling what you read just a short while ago? Memory and recall can be improved by learning some techniques and practicing them. This fast-paced and fun presentation will help you sharpen your skills for remembering and recalling what you need when you need it!

COACHING SKILLS: KEY TO EFFECTIVE PERFORMANCE MANAGEMENT

Even excellent forms and systems will not result in effective performance management because the key is the relationship between employee and immediate supervisor! Supervisors and managers at all levels need good coaching skills to produce improvements in performance. Learn what skills they need to have and how to help them develop the skills in this interactive session with a master trainer who has provided coaching skills training for many organizations.

ACCOUNTABILITY: ASSET OR LIABILITY?

Typically, the word "Accountability" is brought up as an organizational problem – a liability. Why is it a problem? What causes the problem? What has to change for Accountability to be an asset in your organization? This hard-hitting workshop will help you answer these questions and make the changes needed to make Accountability part of the culture and a powerful part of the success formula in your organization – regardless of the type of organization.

Sam R. Lloyd - Biographical Sketch

CURRENT POSITION: President and Founder of SuccessSystems, Inc.

EDUCATION:

Bachelor of Science Business Administration, Oklahoma State University

Master of Business Administration, Oklahoma State University

Ph.D. courses & exams completed, Marketing & Organizational Behavior, Washington University in St. Louis

EXPERIENCE:

- Director-Management Center, Southern Methodist University
- Assistant Dean, School of Business, University of Missouri-St. Louis
- Instructor of Marketing, School of Commerce, Saint Louis University
- Instructor of Marketing, Management, & Insurance, Oklahoma State University
- Agent & Sales Training Supervisor, John Hancock Mutual Life Insurance Co.

TRAINING PROGRAMS & SPEAKING ENGAGEMENTS: (A Small Sample from Hundreds!)

Advanced Micro Devices

Procter & Gamble

St. Louis Children's Hospital

Hewlett-Packard

Frito-Lay, Inc.

PPG Industries

Tennessee Valley Authority

N. Central Texas Regional Police Academy

Kraft General Foods

Hitachi America, Ltd.

Bristol-Myers Squibb

Motorola

Miller Brewing

Staubach Property Management

San Francisco Airport Authority

Specialized Bicycles

SPECIALTY TOPICS & PROGRAMS:

Persuasion & Influencing Skills

Dealing With Difficult People

Coaching Skills for Performance Management

Training for Trainers

Building A Super Memory

Customer Service Excellence

Stress Management

People Skills for Technical Professionals

Leadership & Supervision

Achieving Life Balance

PROFESSIONAL AFFILIATIONS:

Society for Human Resource Management (SHRM)

American Society for Training & Development (ASTD) Rocky Mountain Chapter - Membership Director
2001-2002, President 2003

Boulder Area Human Resource Association - Special Chair for Diversity, 2004-05, VP Membership 2006

Colorado Alliance of Professional Associations - Founder/Coordinator 2003 - 2005

BOOKS: *Developing Positive Assertiveness*, Crisp Publications, 2002.

Self-Empowerment, Crisp Publications, 2003.

Leading Teams: The Skills for Success, American Media, 1996.

Accountability: Managing for Maximum Results. Crisp Publications, 2002.

Achieving Life Balance. Thomson Course Technology/Crisp Series, 2005

Coaching Skills for Leaders. Thomson/Crisp in November, 2005

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What Our Participants Say:

"Great stuff! Seems so obvious - but the class brings it all out 'up close & personal'." — Kerry Fritsch, Vice President, Encompass Mechanical, Boulder, Colorado

"Very well done training - lots of good illustrations; great facilitation; knowledgeable, confident presentation - Techniques are useful & a step beyond 'just the basics'." Dorothy Williams, Human Resources Generalist, Encompass Mechanical, Boulder, Colorado

"Most practical time management course I have ever attended!" — Holly R. Bandy, McKesson Medical Management

"You gave the members just what they needed and wanted. You modeled excellent training while providing usable material. Thanks!" - John Peterson, Pikes Peak Chapter American Society for Training & Development

"You are an AWESOME speaker. Your presentation has influenced many of us in very positive ways. I have already noticed improvements." - Michael W. Wicks, President & CEO, Summit Research Corporation

"I took *Effective Interpersonal Dynamics* from you Feb. 26th & 27th, at the HP Corvallis site. I also took *People Skills* while back. These were easily 2 of the best courses I've ever taken - both at HP and at universities. Thanks!" - Katherine Partridge, Hewlett-Packard, Corvallis, OR.

"Significantly exceeded my expectations!" - Rick Sauve, New Global Telecom, Golden, CO

"This was actually one of the best training classes I have ever been to!" - Rebecca Andersen, Branch Coordinator, Public Service Credit Union, Denver, CO

"Great content! I found this class to be very useful. I will definitely benefit from this class as will my company." - Laura Friede, Education Specialist, Storage Technology, Louisville, CO

"I learned much more than I thought I would! Thank you, thank you, thank you!!" – Cindy Holloway, Price Waterhouse

"Attendees were unanimous in their approval - many commented that it was the best seminar they have attended." – Phil Bennett, DuPont

"I have received excellent ideas to improve the management of my firm and to increase the quality of my personal life. Best presenter I have experienced. Good sensitivity to the needs of the group." – Thomas Jensen, President, Jensen-Haslem-Campbell & Hardcastle Architects

"The word is out. You did a fabulous job. Outside of your obvious skill and talent, the people LOVED the learning type of format. Teach me. Practice. Teach me more. My boss came in this AM to say 'Book some more! Let's book you!' – Barbara Estes, Training & Organizational Development, City of Longmont, Colorado

"He's a cross between Tom Peters and Leo Buscaglia!" - Chris Webb, Forney International, Dallas.