



# LEADERSKILLS LESSON ORDER FORM

Firm: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

## BUSINESS DEVELOPMENT

- Asking Clients for Additional Business
- Meeting with Prospective Clients
- Accepting the Right Clients
- Differentiating Your Firm in the Marketplace
- Building a Strong Referral Network
- Creating Winning Proposals
- Building Accountability into Business Development Efforts
- Making a Good First Impression
- Cross-Selling Firm Services: Finding Comprehensive Solutions to Client Needs
- Serving on Community Boards

## CLIENT SERVICE

- Responding to Objections About High Fees
- Making Client Meetings More Valuable
- Improving Client Relationships
- Keeping Clients Informed of Your Progress
- Setting Your Firm Apart with Quality Service
- Developing & Implementing Client Service Standards
- Developing Lasting Relationships
- Improving Your Billing Practices
- Developing C-Level Clients into A-Level Clients
- Following Proper Business Etiquette

## SUPERVISION

- Giving Constructive Feedback
- Inviting People to Serve on Teams
- Giving Meaningful Praise
- Coaching Employees to Manage Their Time
- Hiring Practices to Win the Best
- Coaching for Improved Performance
- Resolving Conflicts Between Employees
- Preparing Meaningful Performance Appraisals

## FIRM MANAGEMENT

- Making Firm Meetings More Productive
- The Power of Example
- Managing & Reducing Past Due Receivables
- Retaining Your Best & Brightest Employees
- Developing a Culture of Accountability
- Building Firm Unity
- Improving Communication throughout Your Firm
- Dealing with Underperforming Employees
- Developing & Implementing a Partner Commitment Statement
- Firing D-Level Clients
- Resolving Work/Life Balance Issues
- Developing a Great Orientation Program
- Moving People Away from Complacency

## PERSONAL DEVELOPMENT

- Continuous Self-Improvement
- Becoming Self-Accountable
- Keeping Focused in Spite of Interruptions
- Improving Your Presentation Skills
- Setting and Accomplishing Meaningful Goals
- Delegating Effectively
- Accepting Constructive Feedback
- Improving Your Listening Skills
- Improving Your Writing Skills
- Dealing Successfully with Workplace Stress
- Remembering People's Names
- Finishing What You Start
- Handling Irritations Effectively
- Making the Most of Investment Time
- Managing Your Email Effectively

## EXCEPTIONAL ENGAGEMENT MANAGEMENT: A COMPLETE CLIENT SERVICE MODEL

- Five-step process for successfully managing any engagement, all the way from initial planning to final evaluation (includes 6 lessons)

NOTE: For a list of upcoming lessons, please visit our website at [upstreamacademy.com](http://upstreamacademy.com)

## LEADER*Skills* FIRM MASTER BINDER

With your first lesson you will receive a Firm Master Binder which contains your Instructor's Guide and provides tabbed sections for lesson master copies and Instructor's Notes.

## LEADER*Skills* PARTICIPANT BINDER MATERIALS

This packet includes the binder fronts, backs, spines, and tabs needed to produce ten participant binders. Please note that this does not include the blank binders.

## SHIPPING INFORMATION

Priority

You should receive your order by US mail within 10 days of receipt (outside the US, please allow additional time). If you need your order shipped priority, please check the box above and we will send the lesson Federal Express Saver (3-day) for an additional charge of \$15. If you need the lesson more quickly, please contact us at 406-495-1850.

## PAYMENT INFORMATION

QUANTITY	PRICE	UAN MEMBER	AMOUNT
Lessons: x	\$200	\$125	\$
Engagement Management Series	\$695	\$495	\$
Participant Binder Packets (Set of 10 Binder Fronts, Backs, Spines and Tabs): _____ sets x \$ 50			
Outside the United States, please add \$15.00 shipping			
For Federal Express Saver shipping (3-day), please add \$15.00			
<b>Total Cost</b>			\$

### METHOD OF PAYMENT:

Check

Name of Cardholder: \_\_\_\_\_

Visa/MasterCard

Card Number: \_\_\_\_\_

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Please make checks payable to **Upstream Academy**. Complete and fax both pages of this order form to Upstream Academy at 406-442-1100, or mail them to the address below.



**UPSTREAM ACADEMY**  
828 Great Northern Blvd., 4<sup>th</sup> Floor  
P.O. Box 1147  
Helena, MT 59624  
406-495-1850

### UNCONDITIONAL GUARANTEE

Your satisfaction with LeaderSkills Lessons is guaranteed. If you are not completely satisfied with the value you receive, we will, at your option, either refund your fees or accept the portion of those fees that reflects your level of satisfaction.