



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
- Demonstrating Personal Integrity
- Making the Most of Investment Time
- Managing Your Email Effectively

EXCEPTIONAL ENGAGEMENT MANAGEMENT:
A COMPLETE CLIENT SERVICE MODEL: A five-step process for successfully managing any engagement, all the way from initial planning to final evaluation (includes 6 lessons)

LEADER*Skills* LESSONS ONLINE ACCESS

With each lesson you receive online access to everything you need to download, prepare and teach the lesson including: a PDF of the Lesson, a PDF of the Lesson Notes, an electronic copy of the PowerPoint Presentation, an mp3 of the recorded audio and a video of the PowerPoint with embedded audio by Sam Allred. Included with each lesson is an electronic copy of the LeaderSkills Lesson binder front, back, and spine that can be printed in your firm (we recommend 11 x 17 glossy paper) and used to create one inch binders for participants. You'll also get access to our guide, *Getting Started with LeaderSkills*. If ordered online, these downloadable materials are immediately available. If ordered via paper form, please allow one business day for access.

LEADER*Skills* HARD COPY LESSONS

Hard copies of lessons are available for an additional cost and include paper copies of the lesson and lesson notes, along with a CD with the files listed in the Online Access section above. A Firm Master Binder with tabbed sections for lesson master copies is also included with the first hard copy lesson order.

LEADER*Skills* PARTICIPANT BINDER MATERIALS HARD COPY

Hard copy binder packets that include the binder fronts, backs, spines, and tabs needed to produce ten participant binders are available for an additional cost. Please note that we do not include the blank binders with these packets.

PAYMENT INFORMATION

QUANTITY	PRICE	UAN MEMBER	AMOUNT
Lessons: x	\$200	\$125	\$
Engagement Management Series	\$695	\$495	\$
Lesson Hard Copies: x	\$50	\$50	\$
Hard Copy Participant Binder Packets (Set of 10 Binder Fronts, Backs, Spines and Tabs): _____ sets x \$ 50			\$
For Federal Express Saver shipping (3-day), please add \$15.00			\$
Total Cost			\$

METHOD OF PAYMENT:

- Check Please make checks payable to **Upstream Academy**.
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UPSTREAM ACADEMY
828 Great Northern Blvd., 4th 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.