

**Preparation Materials
Manager Tools Effective Manager Conference &
Effective Communications Conference
Hounslow, England
London – Heathrow Airport
January 24 – 25, 2012**

We had such a successful event and great time last January while in London that we decided to do it again during this time of the year! This unique venue will boast two full days - content will be jam packed as ever, AND, you will learn in a more intimate setting as we are limiting the size of the group to bring you a more personalized and intense learning experience.

Conference Hotel: The conferences are being held at the Renaissance London Heathrow Hotel, a contemporary hotel near Heathrow International Airport; located on the A4 by terminals 1, 2 and 3. The ground floor renovation has given a new dimension to the arrival experience; space and light abound in contemporary furnishings. Its dazzling views of the main runway, stunning interiors and savvy service, set the momentum for a delightful stay.

Hotel phone number: Tel 44 20 88976363 Fax 44 20 88971113

Hotel address: Bath Road Hounslow, England TW6 2AQ United Kingdom

Hotel Website address:

<http://tinyurl.com/56dpzj>

Climate expectations for late January: Highs in the mid-upper 40s - Lows in the mid 30s with a good probability of rain!

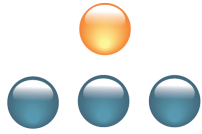
Directions to the Hotel:

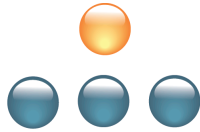
There are 2 likely ways to get to the hotel: driving and taking the Hoppa (shuttle) from Heathrow Airport or other local airports.

Driving: Please see the maps below for visual reference. The three are in order of large view to zoom.

Once on Bath Road (just north of Heathrow Airport): after you pass Tunnel Road, Merge onto Local road(s). Bear Left (east) onto Local road(s). Bear Right onto Local road(s). Road name changes to Nene Road. At roundabout, take the First exit onto Nettleton Road. Approximately 1.2 miles from Airport – 2 minutes.

Parking is – as it is at all airport hotels – expensive. 10 GBP daily.





From Heathrow International Airport/Local Airports:

London/Heathrow – LHR For any airport inquiries, please dial 44 (0) 870 000 01234. Or go to www.heathrowairport.com

Terminal maps are included at the end of this document

Phone: 44 0870 0000123

Hotel direction: 0.3 miles S

Driving Directions: Once leaving the airport Terminals, take the main airport exit out toward the Heathrow spur road, go through the tunnel toward the roundabout. Take the right lane & follow the signs to Heathrow other areas/Heathrow Academy & terminal 4. Take the last exit off the roundabout (exit 4 - East Ramp) & follow slip road, you will pass the Heathrow police station on your left handside & you will reach another roundabout (Nene Road Roundabout). Take the 2nd exit into Nettleton Road & the Renaissance is situated on the right handside. Using the bus lane from the A4 Bath Road to gain access to the hotel will incur a fine.

This hotel does provide shuttle service – see Terminal information below under Heathrow Hoppa

Alternate transportation: Heathrow Hoppa Bus; fee: 4 GBP (one way) ;on request

Bus service, fee: 4.00 GBP (one way)

Estimated taxi fare: 10.00 GBP (one way)

Heathrow Hoppa:

With comfortable seats and lots of baggage space, the Heathrow Hoppa bus is the most convenient way to travel from your hotel to Heathrow. Tickets are just £4 each way. The Heathrow Hoppa bus stop is located right outside the terminals and now runs from terminals 1, 2, 3, 4 & 5. You can also buy tickets at these points and also on board from the driver if paying in GBP sterling. At each stop you will also find a timetable for the complete Hoppa service. From terminal 1, you'll want bus stop #4. From Terminal 2, you'll want bus stop # 12. From Terminal 3, you'll want bus stop # 13. From Terminal 4, you'll want to go to the 3rd lane. From Terminal 5, you'll want bus stop #26. The ride from Terminals 1 – 3 is approximately 10 - 12 minutes to the Renaissance Heathrow. From Terminals 4 and 5, it is approximately 30 minutes – so please plan accordingly to catch your return flight home. Hoppas at the airport arrive to Terminals 1, 2 and 3 at approximately :33, :53, and ;13 after the hour and run from 5:00am – midnight.

There are 5 main terminals at Heathrow Airport. For Terminal Maps, please reference the PDFs at the end of these shownotes:

Arriving at Heathrow

The arrivals areas at Heathrow are in the following locations:

Terminal 1: Ground floor (international); first floor (UK and Ireland).

Terminal 2: First floor (at the opposite end from departures).

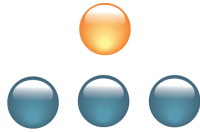
Terminal 3: Ground floor of the arrivals building.

Terminal 4: Ground floor.

Terminal 5: Ground level.

After landing

On leaving the aircraft, follow signs for arrivals to go through passport control, baggage reclaim and Customs.



Passport control

For all passengers not making a connecting flight your first stop is passport control, which will be clearly signposted on your arrival. There are two separate queuing areas – one for European Union (EU) and British nationals, the other for all other nationalities. At the passport booth an immigration officer will ask to see your passport. You will also need any supporting documentation necessary for your visit. Also, please remember that your passport must not expire during your visit to the UK. Large queues can develop during busy times but please be patient, as our stringent checks help ensure security for visitors and UK residents alike.

Customs

Which channel?

Arriving from an EU country

If your journey started in a European Union country (your hold baggage will have a green-edged tag), use the blue exit.

Arriving from outside the EU

If your journey began in a country outside the European Union (your hold luggage will have a white tag), use the red point if you have goods to declare or the green exit if you don't.

Travel advice

To ensure a safe, quick journey through the airport, please note the following:

- Never carry anything into the UK for somebody else.

- Never bring prohibited goods into the UK. If in doubt ask at the Customs enquiry point.

- If you are unsure about your duty/tax-free entitlement, go to the Customs enquiry point.

- If you are connecting from an international flight to another international flight you will not need to clear Customs.

- If you are connecting from an international flight to a UK flight you must clear Customs and Immigration.

Departing Heathrow - After the Conference(s) fyi.....

How early to arrive

You are advised to check in as early as possible. As a general guide, you should allow:

- Three hours before scheduled departure for long-haul and EI AI flights.

- Two hours before scheduled departure for European flights.

- Ninety minutes before scheduled departure for flights within the UK and Ireland.

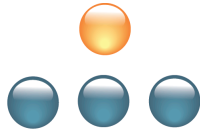
You should check the instructions on your ticket and from your travel agent or booking website. If you are still unsure please check with your airline directly.

Before you check in

To save time, have your tickets and passport ready, and ensure your hand luggage contains only valuables and items you will need during the journey. Once your hold luggage is checked in, you can proceed to security control.

It pays to clear security control early and leave yourself time to relax before your flight, enjoy the shops, bars and cafés in the departure lounge, and get to your gate in plenty of time.

Please be aware that there are limits on the number and size of bags and on the quantity of liquid items which can be



carried through security control.

For most destinations anything you buy after security control can be taken on to the aircraft – store staff will be able to advise you.

London/Gatwick - LGW

Hotel direction: 33.6 miles SE

Driving Directions: Take the M23 to the M25 following signs to Heathrow Terminal 1,2 and 3 exit (Junction 15 of the M25).Join on the M4 and then exit off at Junction 4 of the M4. Exit onto the spur road to the roundabout and take the 2nd exit left (East Ramp) towards the roundabout.(Nene Road Roundabout). Take the 2nd exit (Nettleton Road- No through road) and the Renaissance Hotel is situated on the right.

This hotel does not provide shuttle service to this airport.

Alternate transportation: Gatwick Express or National Express; fee: 35 GBP (one way)

Estimated taxi fare: 75.00 GBP (one way)

London/City Airport - LCY

Hotel direction: 9.9 miles E

Driving Directions: From City Airport turn right at traffic lights onto Connaught Rd A1011, take 1st exit at roundabout, at airport roundabout take A112(signposted The City), at north woolwich roundabout take 3rd exit into A1011, branch left at another roundabout take 2nd exit onto Lower Lea Crossing A1020 (signpost City)continue forward and then merge onto Aspen Way A1261 towards Poplar. Then take right hand lane onto Limehouse Link A1203 towards Tower Bridge. Once reach at tower hill continue forward on A100. From Tower of London take A3211 towards Westminster. From A302 follows sign for A4 Knightsbridge once reach Knightsbridge follows signs for M4 (The West, Heathrow).Continue on M4 and take junction 4 follows signs to Heathrow Airport, take spur road, reach traffic lights take 2nd exit on the left(east ramp) reach nene road roundabout take 2nd exit onto nettleton road/no through road until you reach hotel.

Bus service, fee: 22.00 GBP (one way)

Subway service, fee: 22.00 GBP (one way)

Estimated taxi fare: 60.00 GBP (one way)

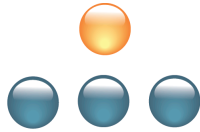
Renaissance London Heathrow Hotel Check in/out and other detail: Check ins are after 3:00pm. Check out is by 12:00pm. If you are flying out on the day of your conference, we will find room for your luggage for easy retrieval.

High-speed Internet access

Public Areas: Wireless for 15 GBP daily

Guest Rooms: Wireless for 15 GBP daily

Parking at the hotel is 10 GBP



Other Logistical Notes

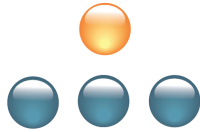
Meeting Room and Temperature: Even with a smaller than normal size group, we keep the room very cool, so please dress appropriately. FYI, with Mark's energy, he may be sweating, but you may end up shivering without a sweater or light coat. Ladies, careful of wearing a skirt. **We ARE NOT KIDDING.**

Official Start and End Times: We officially kick off the conference at 8:00am. A continental breakfast will be available in the room at 7:00am. In typical Manager Tools fashion, we will adhere to our schedule and conclude at 5:30pm. Mark and Mike will remain afterwards to answer any questions that you may have for an informal Q & A.

Dress Code: We often receive questions on dress code for the conference. Honestly, we have a robust day filled with interactive role play and dialogue. While we understand that you want to appear professional, we want you to be comfortable AND absorbing the content and not dreading that you are being strangled by a too tightly tied tie. Bottom line, professional AND comfortable to maximize your experience.

Still have questions? Please feel free to ask. Send us an email to show@manager-tools.com and Maggie will respond promptly to your query. Or, you may call us in our home office: 571-336-6211. For hotel questions, please contact Gail Weiss @ gweiss@contemporarytv.com or 1-866-406-0033/1-610-272-4030.

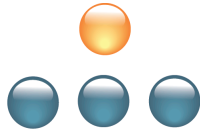
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**Manager Tools Effective Manager Conference Agenda
Tuesday, January 24, 2012**

- 8:00 Welcome/Purpose/Agenda/Ground rules – we will be starting promptly at 8:00....sharp!
- 8:15 Introductions
- 9:00 One on Ones – The Basics
- 10:00 Break
- 10:10 One on Ones continued
- 10:30 Performance Communication The Feedback Model
- 11:30 Break
- 11:40 Feedback Practice
- 12:30 Performance Improvement – The Coaching Model (Working Lunch)
- 1:30 Coaching Practice
- 2:30 Break
- 2:40 How To Implement the Manager Tools Trinity
- 3:30 Break
- 3:40 Organizational Improvement – The Delegation Model
- 4:20 Delegation Practice
- 5:00 More Feedback Practice
- 5:20 Parking Lot
- 5:30 Close and Begin Open Q & A

Note: Working lunch -- Due to the condensed schedule, Mark will be presenting during the lunch hour while attendees are eating. Beverages and light snacks will be available throughout the day.



Manager Tools Effective Communications Conference Agenda
Wednesday, January 25, 2012

- 8:00 Welcome/Purpose/Agenda/Ground rules – we will be starting promptly at 8:00....sharp!
- 8:15 Introductions
- 8:45 DiSC Overview
- 9:50 Break
- 10:00 Communication Behaviors
- 11:00 Break
- 11:10 Observe Practice
- 12:15 Lunch
- 1:15 Analyze Practice
- 2:15 Break
- 2:25 Analyze Practice
- 3:15 Break
- 3:25 Tailor Practice
- 4:15 Break
- 4:25 Email Communication Behaviors & Practice
- 5:25 Parking Lot
- 5:30 Close