

SKAE Learning 2010 Seminar Calendar

Date	Seminar Name	Course ID	Time	Duration
18-May	Goal Setting For Success	SDSIP1235	12:00pm EST	90 min
20-May	How to get the Most out of a Networking Event	SDSCD160	12:00pm EST	90 min
25-May	Identifying Innovation Opportunities	SDSIP1200	12:00pm EST	90 min
27-May	Successfully Handling Difficult Questions	SDSPR1115	12:00pm EST	90 min
1-Jun	Coaching for Peak Performance	SDSDL1350	12:00pm EST	90 min
3-Jun	Accepting and Embracing Change	SDSIP1230	12:00pm EST	90 min
8-Jun	Would You Like an Apple Pie with That? Adding Value to Every Customer Interaction	SDSCS1010	12:00pm EST	90 min
10-Jun	Making Effective Group Decisions	SDSIP1205	12:00pm EST	90 min
15-Jun	Leading Effective Sales Teams	SDSSP1525	12:00pm EST	90 min
17-Jun	Creating A Customer Service Culture	SDSCS1000	12:00pm EST	90 min
22-Jun	Creating a Performance Management Culture	SDSDL1310	12:00pm EST	90 min
24-Jun	Empowering Employees through Delegation	SDSDL1300	12:00pm EST	90 min
29-Jun	Outbound Phone Sales for Customer Service Representatives	SDSCS1020	12:00pm EST	90 min
1-Jul	Motivation Strategies for Managers	SDSDL1315	12:00pm EST	90 min
6-Jul	Conflict Management Strategies	SDSDL1340	12:00pm EST	90 min
8-Jul	Turning Obstacles (a.k.a objections) into Opportunities	SDSSP1515	12:00pm EST	90 min
13-Jul	Changing Conflict into Cooperation	SDSTB1420	12:00pm EST	90 min
15-Jul	Designing and Delivering a Group Presentation	SDSPR1110	12:00pm EST	90 min
20-Jul	Selling to Inbound Callers for Customer Service Representatives	SDSCS1025	12:00pm EST	90 min
22-Jul	Turning Errors into Opportunities	SDSDL1335	12:00pm EST	90 min
27-Jul	Improving Existing Processes	SDSIP1210	12:00pm EST	90 min
29-Jul	Challenges of Organizational Change	SDSIP1220	12:00pm EST	90 min

3-Aug	Time Management for Business Leaders	SDSDL1375	12:00pm EST	90 min
5-Aug	Building and Managing External Alliances	SDSTB1445	12:00pm EST	90 min
10-Aug	Working as Part of an Effective Team	SDSTB1400	12:00pm EST	90 min
12-Aug	Constructive Conflict	SDSTB1405	12:00pm EST	90 min
17-Aug	Managing Organizational Change	SDSIP1225	12:00pm EST	90 min
19-Aug	Building Productive Team Relationships	SDSTB1430	12:00pm EST	90 min
24-Aug	Rapport Building: Quickly and Easily Finding Common Ground	SDSSP1500	12:00pm EST	90 min
26-Aug	Building Customer Loyalty	SDSCS1030	12:00pm EST	90 min
31-Aug	Onboarding and Engaging New Employees	SDSDL1375	12:00pm EST	90 min
2-Sep	Attracting Top Producing Salespeople	SDSSP1545	12:00pm EST	90 min
7-Sep	Proactive Productivity Through Effective Planning	SDSDL1305	12:00pm EST	90 min
9-Sep	Attracting Top Producing Salespeople	SDSSP1545	12:00pm EST	90 min
14-Sep	Productive Meetings	SDSDL1370	12:00pm EST	90 min
16-Sep	Email Etiquette	SDSWI600	12:00pm EST	90 min
21-Sep	Conducting a Successful Project Postmortem	SDSTB1435	12:00pm EST	90 min
23-Sep	Increasing Productivity Through Time Management	SDSDL1330	12:00pm EST	90 min
27-Sep	Building Internal Customer Relationships	SDSCS1015	12:00pm EST	90 min
30-Sep	The Holy Grail: Getting Qualified Referrals	SDSSP1555	12:00pm EST	90 min
5-Oct	Leading Effective Sales Teams	SDSSP1525	12:00pm EST	90 min
7-Oct	Leading a Team of Leaders	SDSDL1355	12:00pm EST	90 min
12-Oct	How to Get the Most Out of a Networking Event	SDSCD160	12:00pm EST	90 min
14-Oct	Defining and Creating Personal and Corporate Visions & Values	SDSDL1325	12:00pm EST	90 min
19-Oct	Selling to Inbound Callers for Customer Service Representatives	SDSCS1025	12:00pm EST	90 min
21-Oct	Turning Errors into Opportunities	SDSDL1335	12:00pm EST	90 min
26-Oct	Defining Performance Expectations	SDSDL1320	12:00pm EST	90 min

28-Oct	Creating a Performance Management Culture	SDSDL1310	12:00pm EST	90 min
4-Nov	Would You Like an Apple Pie with That? Adding Value to Every Customer Interaction	SDSCS1010	12:00pm EST	90 min
9-Nov	Running Highly Productive Sales Meetings	SDSSP1535	12:00pm EST	90 min
11-Nov	Empowering Employees through Delegation	SDSDL1300	12:00pm EST	90 min
16-Nov	Selling to Inbound Callers for Customer Service Representatives	SDSCS1025	12:00pm EST	90 min
17-Nov	The Holy Grail: Getting Qualified Referrals	SDSSP1555	12:00pm EST	90 min
18-Nov	Challenges of Organizational Change	SDSIP1220	12:00pm EST	90 min
23-Nov	Leveraging Buyer Motive to Close More Sales	SDSSP1520	12:00pm EST	90 min
30-Nov	Goal Setting For Success	SDSIP1235	12:00pm EST	90 min
2-Dec	Turning Obstacles (a.k.a objections) into Opportunities	SDSSP1515	12:00pm EST	90 min
7-Dec	Defining Performance Expectations	SDSDL1320	12:00pm EST	90 min
9-Dec	Developing Salespeople Through Effective Coaching	SDSSP1540	12:00pm EST	90 min
14-Dec	Tactful Communication Skills	SDSTB1460	12:00pm EST	90 min
15-Dec	Defining and Creating Personal and Corporate Visions & Values	SDSDL1325	12:00pm EST	90 min
16-Dec	Building Customer Loyalty	SDSCS1030	12:00pm EST	90 min
20-Dec	Productive Meetings	SDSDL1370	12:00pm EST	90 min
21-Dec	Goal Setting For Success	SDSIP1235	12:00pm EST	90 min