

2011 Seminar Calendar

12-Apr	Goal Setting For Success	SDSIP1235	12:00pm EST	90 min	Oct. 27, Dec. 1 Dec 29
14-Apr	How to get the Most out of a Networking Event	SDSCD160	12:00pm EST	90 min	Sept. 13
19-Apr	Identifying Innovation Opportunities	SDSIP1200	12:00pm EST	90 min	
21-Apr	Successfully Handling Difficult Questions	SDSPR1115	12:00pm EST	90 min	
26-Apr	Coaching for Peak Performance	SDSDL1350	12:00pm EST	90 min	Dec. 22
28-Apr	Accepting and Embracing Change	SDSIP1230	12:00pm EST	90 min	
3-May	Would You Like an Apple Pie with That? Adding Value to Every Customer Interaction	SDSCS1010	12:00pm EST	90 min	Oct. 4
5-May	Making Effective Group Decisions	SDSIP1205	12:00pm EST	90 min	
10-May	Leading Effective Sales Teams	SDSSP1525	12:00pm EST	90 min	Sept. 7
12-May	Creating A Customer Service Culture	SDSCS1000	12:00pm EST	90 min	
17-May	Attracting Top Producing Salespeople	SDSSP1545	12:00pm EST	90 min	July 28
19-May	Empowering Employees through Delegation	SDSDL1300	12:00pm EST	90 min	Oct. 11
24-May	Outbound Phone Sales for Customer Service Representatives	SDSCS1020	12:00pm EST	90 min	
26-May	Motivation Strategies for Managers	SDSDL1315	12:00pm EST	90 min	Dec. 6
31-May	Working as Part of an Effective Team	SDSTB1400	12:00pm EST	90 min	July 5, Dec. 20
2-Jun	Turning Obstacles (a.k.a Objections) into Opportunities	SDSSP1515	12:00pm EST	90 min	Nov. 1
7-Jun	Changing Conflict into Cooperation	SDSTB1420	12:00pm EST	90 min	
9-Jun	Designing and Delivering a Group Presentation	SDSPR1110	12:00pm EST	90 min	Dec. 15

14-Jun	Selling to Inbound Callers for Customer Service Representatives	SDSCS1025	12:00pm EST	90 min	Sept 20 Oct 13,
16-Jun	Turning Errors into Opportunities	SDSDL1335	12:00pm EST	90 min	Sept 22
21-Jun	Improving Existing Processes	SDSIP1210	12:00pm EST	90 min	Dec. 8
23-Jun	Challenges of Organizational Change	SDSIP1220	12:00pm EST	90 min	Oct. 20
28-Jun	Time Management for Business Leaders	SDSDL1375	12:00pm EST	90 min	Dec. 27
30-Jun	Making Effective Decisions	SDSIP1215	12:00pm EST	90 min	
5-Jul	Working as Part of an Effective Team	SDSTB1400	12:00pm EST	90 min	May 31, Dec 20
7-Jul	Constructive Conflict	SDSTB1405	12:00pm EST	90 min	
12-Jul	Managing Organizational Change	SDSIP1225	12:00pm EST	90 min	
14-Jul	Building Productive Team Relationships	SDSTB1430	12:00pm EST	90 min	
19-Jul	Rapport Building: Quickly and Easily Finding Common Ground	SDSSP1500	12:00pm EST	90 min	
21-Jul	Building Customer Loyalty	SDSCS1030	12:00pm EST	90 min	Nov. 17
26-Jul	Identifying and Building on Team Strengths	SDSTB1455	12:00pm EST	90 min	
28-Jul	Attracting Top Producing Salespeople	SDSSP1545	12:00pm EST	90 min	May 17
Aug. 2	Proactive Productivity Through Effective Planning	SDSDL1305	12:00pm EST	90 min	
Aug. 4	Creating a Performance Management Culture	SDSDL1310	12:00pm EST	90 min	Sept 29
Aug. 9	Productive Meetings	SDSDL1370	12:00pm EST	90 min	20-Dec
Aug. 11	Email Etiquette	SDSWI600	12:00pm EST	90 min	
Aug. 16	Conducting a Successful Project Postmortem	SDSTB1435	12:00pm EST	90 min	
Aug. 19	Increasing Productivity Through Time Management	SDSDL1330	12:00pm EST	90 min	Dec. 13
Aug. 30	Building a Productive Team	SDSTB1440	12:00pm EST	90 min	

Sept. 1	The Holy Grail: Getting Qualified Referrals	SDSSP1555	12:00pm EST	90 min	Oct. 18
Sept. 7	Leading Effective Sales Teams	SDSSP1525	12:00pm EST	90 min	May 10
Sept. 9	Leading a Team of Leaders	SDSDL1355	12:00pm EST	90 min	
Sept. 13	How to Get the Most Out of a Networking Event	SDSCD160	12:00pm EST	90 min	April 14
Sept. 15	Defining and Creating Personal and Corporate Visions & Values	SDSDL1325	12:00pm EST	90 min	15-Dec
20-Sep	Selling to Inbound Callers for Customer Service Representatives	SDSCS1025	12:00pm EST	90 min	July 20, Nov 16
Sept. 22	Turning Errors into Opportunities	SDSDL1335	12:00pm EST	90 min	June 16
Sept. 27	Defining Performance Expectations	SDSDL1320	12:00pm EST	90 min	Nov. 3
Sept. 29	Creating a Performance Management Culture	SDSDL1310	12:00pm EST	90 min	Aug. 3
Oct. 4	Would You Like an Apple Pie with That? Adding Value to Every Customer Interaction	SDSCS1010	12:00pm EST	90 min	May 3
Oct. 6	Running Highly Productive Sales Meetings	SDSSP1535	12:00pm EST	90 min	
Oct. 11	Empowering Employees through Delegation	SDSDL1300	12:00pm EST	90 min	May 19
13-Oct	Selling to Inbound Callers for Customer Service Representatives	SDSCS1025	12:00pm EST	90 min	Jul 20, Sept 20
Oct. 18	The Holy Grail: Getting Qualified Referrals	SDSSP1555	12:00pm EST	90 min	Sept. 1
Oct. 20	Challenges of Organizational Change	SDSIP1220	12:00pm EST	90 min	June 23
Oct. 25	Leveraging Buyer Motive to Close More Sales	SDSSP1520	12:00pm EST	90 min	
Oct. 27	Goal Setting For Success	SDSIP1235	12:00pm EST	90 min	April 12, Dec. 1 Dec 29
Nov. 1	Turning Obstacles (a.k.a objections) into Opportunities	SDSSP1515	12:00pm EST	90 min	June 2
Nov. 3	Defining Performance Expectations	SDSDL1320	12:00pm EST	90 min	Sept 22

Nov. 8	Developing Salespeople Through Effective Coaching	SDSSP1540	12:00pm EST	90 min	
Nov. 10	Tactful Communication Skills	SDSTB1460	12:00pm EST	90 min	
Nov. 15	Defining and Creating Personal and Corporate Visions & Values	SDSDL1325	12:00pm EST	90 min	14-Oct
Nov. 17	Building Customer Loyalty	SDSCS1030	12:00pm EST	90 min	July 21
Nov, 29	Productive Meetings	SDSDL1370	12:00pm EST	90 min	Aug. 9
Dec. 1	Goal Setting For Success	SDSIP1235	12:00pm EST	90 min	April 12, Oct. 27 Dec 29
Dec. 6	Motivation Strategies for Managers	SDSDL1315	12:00pm EST	90 min	26-May
Dec. 8	Improving Existing Processes	SDSIP1210	12:00pm EST	90 min	June 21
Dec. 13	Increasing Productivity Through Time Management	SDSDL1330	12:00pm EST	90 min	Aug. 19
Dec. 15	Designing and Delivering a Group Presentation	SDSPR1110	12:00pm EST	90 min	June 9
Dec. 20	Working as Part of an Effective Team	SDSTB1400	12:00pm EST	90 min	31-May
Dec. 22	Coaching for Peak Performance	SDSDL1350	12:00pm EST	90 min	26-Apr
Dec. 27	Time Management for Business Leaders	SDSDL1375	12:00pm EST	90 min	28-Jun
Dec. 29	Goal Setting For Success	SDSIP1235	12:00pm EST	90 min	April 12, Oct. 27 Dec. 1