

BUSINESS MANAGEMENT

Selling for Tough Times – New Date and Time...Sign up now!

Tough times require tough selling skills! This seven-hour highly interactive workshop guides you through the dynamic sales process and incorporates the tools and techniques of *consultative–solution selling*. Return to work equipped to discover your customer’s real needs, propose value-added solutions, deliver an impactful sales spiel, influence customer’s buying decisions, build stronger relationships, exceed your customer’s expectations and, most importantly, reach your sales and profit goals. 60 days of free coaching following the workshop is also included. Who should attend? Sales professionals with a least one year of sales experience, veterans who want to refresh their skills and managers who want to train salespeople. This is one in a series of courses designed to help you maintain your company’s competitive edge...stay tune for future class offerings!

Instructor: Faustino Dagdag has over 30 years of sales and marketing executive management experience. He has conducted sales training for a number of organizations in Hawaii and nationally. He currently teaches retail management and entrepreneurial courses at Kapi’olani Community College.

Course No. 092BMST528

Course Fee: \$89

Sec Days Dates

Time

Room

A Th May 28

8:00am-3:00am

Manono 104

BUSINESS MANAGEMENT

Training and Motivating Your Sales Team in Tough Times

In today's challenging environment sales managers need the right tools to train, motivate and lead their sales teams. Your sales team has to perform with increasing market speed, creativity, intense customer relationships and dynamic market agility to capitalize on the opportunities that our tough economy presents. This highly interactive "train the trainer" workshop will equip you with skills to effectively train your sales staff to keep them focused on identifying and satisfying your customers' needs, presenting value-added solutions, delivering impactful sales presentations, influencing buying decisions, building stronger customer relationships and reaching your team's sales and profit goals. Sign up now and prepare your sales team for Christmas!

Instructor: Faustino Dagdag has over 30 years of sales and marketing executive management experience. He has conducted sales training for a number of organizations in Hawaii and nationally. He currently teaches retail management and entrepreneurial courses at Kapi'olani Community College.

Course No. 092BMTT809

Course Fee: \$149

Sec Days Dates

Time

Room

A W/Th Aug 5, 12, 20

8:00am-12:00pm

Manono 104

BUSINESS MANAGEMENT

MONEY MATTERS

Personal Financial Workshop

Learn all about Mutual funds, Reducing taxes, Roth & Traditional IRAs, 401-k plans, Tax-Sheltered Annuities, Stocks, Bonds, College Savings Plans, Wills, Probate, Living Trusts, Estate Planning Strategies, Long Term Care & Life Insurance, Annuities & more. Plan for financial security. Course includes a 150 page workbook full of useful information & practical examples, and a free optional financial planning consultation.

Instructors: David W. Deutsch, CFP, CFS, MSFS

Brian Y. Chang, CFP, CLU, ChFC, CFS

Course No.:	092BMGN217	Course Fee:	\$59 individual/ \$79 couple	
Sec	Days	Dates	Time	Room
A	Th	Jul 9, 16, 23	6:00-9:00 PM	Manono 104

INDIVIDUAL / INTERPERSONAL DEVELOPMENT

Advanced Writing (New)

Everyone at work is required to convey ideas, events, and transactions on paper rapidly and concisely. In this action-oriented workshop, you will learn to develop and polish your letters. Instruction emphasizes formula writing, psychology, and style. *Online Class*

Course No.:	092BMST140	Course Fee:	\$60	
Sec	Days	Dates	Time	Delivery
A	M-F	Jul 6-10	24/7	Online

Addressing Sexual Harassment in the Workplace

Sexual harassment on the job is something we do not like to think about, yet it can and does happen. This course will help us to understand what behaviors constitute sexual harassment, what the individual and organization liabilities are and what to do should it happen at the worksite. (1meeting)

Course No.:	091BMST166	Course Fee:	\$45	
Sec	Days	Dates	Time	Room
A	F	May 1	8:00-12N	Manono 104

Handling Multiple Priorities

Handling multiple priorities with effectiveness and ease is challenging. We all need support to be our best. This workshop provides the information, tools and support for you to manage your energy, time and workload to your optimal abilities. Proven management strategies are given to ensure improved planning and productivity covering these topics: values clarification, setting priorities and goals, planning smart, eliminating time wasters, office organization tips, and stress management to multi-task with ease. (3 meetings)

Course No.:	091BMST211	Course Fee:	\$80	
Sec	Days	Dates	Time	Room
A	MWF	May 11, 13, 15	8-12 PM	Manono 104

Memory Enhancement

Give your brain a fantastic workout by participating in Memory Enhancement. Learn and immediately use proven mnemonic devices such as Peg Systems and Story Telling to Recall Names, Numbers, Scientific Terms and more. Make Memorable Notes using Mapping to store and recall complex material. Learn how to use Biofeedback to discover your optimal learning zone. (2 meetings)

Course No.: 091BMST150			Course Fee: \$60	
Sec	Days	Dates	Time	Room
A	W	May 20, 27	8-12 PM	Manono 104

Memos That Work

How you write memos provides a clue to your style of management as well as to your personality. In this seminar, you will improve the memos you write so you communicate more effectively in a shorter time. Aside from routine memos, bad news memos, and persuasive memos, you will learn about memo design, memo etiquette, and memo writing style rules. Recommended Prerequisite: Review of English Grammar (2 meetings)

Course No.: 092BMST147			Course Fee: \$60	
Sec	Days	Dates	Time	Room
A	MW	Jun 22, 24	8-12 PM	Manono 104

Providing Superior Customer Service (Includes Telephone Skills)

Do you actively listen to your customers? Do you treat them the way you want to be treated? Participate in this class to discover how you can provide excellent service for each and every customer. Communication skills in active listening and speaking are covered for both in-person and over the telephone situations. Learn how to immediately establish rapport with your customers, how to resolve conflicts effectively, and how to ensure your customers are fully listened to and supported each and every time. (3 meetings)

Course No.: 092BMST130			Course Fee: \$80	
Sec	Days	Dates	Time	Room
A	MWF	Jun 1, 3, 5	8-12 PM	Manono 104

Report Writing (Includes Strategies For Editing & Proofreading)

Writing a factual observation or incident report in legal, legislative, and personnel reviews is becoming a common practice. This course gives employees guidelines and formulas for construction and completing reports. Learn to combine writing techniques to complete reports quickly, efficiently, and accurately.

This workshop will also include editing & proofreading techniques such as: adding, deleting, and reorganizing text in terms of content, organization, and style.

Recommended Prerequisite: Review of English Grammar. (3 meetings)

Course No.: 091BMST160			Course Fee: \$80	
Sec	Days	Dates	Time	Room
A	MWF	May 4, 6, 8	8-12 PM	Manono 104

Speed Reading

Do you have reports, materials, and business publications that you don't have time to read? This class provides information and training in accelerated reading methods for general and technical reading. It is designed to have you experience reading twice as fast with improved comprehension, measured through a series of pre, mid and post tests. In addition, health tips are given to support eyesight, energy and posture. (2 meetings)

Course No.: 091BMST125			Course Fee: \$60	
Sec	Days	Dates	Time	Room
A	F	May 22, 29	8-12 PM	Manono 104

SUPERVISORY/MANAGEMENT

Successful Meeting Facilitation

Learn how to improve the quality of meetings you direct or attend. This workshop offers practical suggestions to accomplish your meeting's objectives efficiently. Topics will include: how to prepare for your meeting, how to be an effective participants and leader, how to plan an agenda, how to control the discussion, and how to keep the meeting on track. *This workshop will also include Strategies for Taking Minutes.*

(3 meetings)

Course No.: 092BMST170

Course Fee: \$80

Sec	Days	Dates	Time	Room
A	MWF	Jun 15, 17, 19	8-12 PM	Manono 104

Persuasive Presentations

Professionals often need to speak in front of groups, sell ideas, or face a camera. High-energy communication skills will help you get your point across with confidence, ease, and professional polish. (2 meetings)

Course No.: 092BMST205

Course Fee: \$60

Sec	Days	Dates	Time	Room
A	MW	Jun 8, 10	8-12 PM	Manono 104

The 7 Habits for Managers

MANAGING YOURSELF, LEADING OTHERS, UNLEASHING POTENTIAL

Special Value !!!

Offered for the First Time on Oahu

The 7 Habits for Managers is a two-day workshop that provides insights and tools from Stephen R. Covey's *The 7 Habits of Highly Effective People*—the most influential business book of the century- applied specifically to the challenges facing managers. As a current or future manager, you will learn to:

Habit 1: Be Proactive- You will find out how to use your own resourcefulness and initiative to break through the barriers to superb results. You'll discover the "hidden resources" all effective managers call upon.

Habit 2: Begin with the End in Mind- You'll define the great contribution you are capable of making in your role as a manager. Your every action as a manager will be highly purposeful.

Habit 3: Put First Things First- You'll be less crisis-driven and more in control of your key priorities. You'll execute your most important goals with excellence.

Habit 4: Think Win-Win- You'll develop a team that's highly motivated to perform superbly. You'll build a team that trusts you and is trustworthy in turn.

Habit 5: Seek First to Understand, Then to Be Understood- You'll learn how to diagnose problems accurately and quickly. You'll give honest and accurate feedback that builds relationships and gets results.

Habit 6: Synergize- You'll be able to deal more productively with conflict. You'll be able to find strikingly creative solutions to problems and opportunities.

Habit 7: Sharpen the Saw- You'll unleash the great potential of each team member. You'll continuously improve the performance of your team.

Who Should Attend:

This workshop is for first-time supervisors, managers, and leaders- anyone who manages the work of other people. This is an excellent investment in managers to help them achieve their full potential as contributors to the organization.

Benefits:

A \$799 value for only \$289* includes \$125 in materials and two 30 minute sessions of follow-up coaching for each participant. Managers of participants may attend for only the cost of materials- \$125

*(Support for this program is partially funded by the Rapid Response Fund)

Bring this program in-house to your managers now.

For more information, call Ed Valdez at 734-9153 or e-mail me at edwardv@hawaii.edu .