

# EDWARDS SCHOOL OF BUSINESS

## FRIDAY SEMINAR SERIES

**November 14, 2008**

**How Green Are You? – An Interactive Seminar**

Dr. David Zhang and Dr. Marjorie Delbaere, Edwards School of Business

- There has been a substantial increase in the use of so called “green” advertising in the recent years. This seminar will explore various levels of corporate commitment to environmental responsibility, how that commitment is communicated, and the impact on the bottom-line.

Time & Location: 1:30pm – 4:30pm, Edwards School of Business, Room 112

**November 28, 2008**

**Are You Really Being Served?**

Dr. David Zhang and Dr. Marjorie Delbaere, Edwards School of Business

- Service represents a dominant, and growing, presence in our economy. Despite service providers’ efforts, customers often have a less than positive perception of services. What is it about the nature of services that makes them difficult to manage and market? How can a service provider increase service quality and create loyal customers? This seminar will explore these and other related concepts through a combination of in-class discussions and hands-on exercises.

Time and Location: 1:30pm – 4:30pm, Edwards School of Business, Room 112

**January 23, 2009:**

**Attendance Support: How to Lead Effectively and Ethically**

Gail Stevens, Edwards School of Business

- Are you often away from work, or do you work with others who are chronically absent? Are you a supervisor who receives frequent calls from the same employees telling you they won’t be able to make it to work that day?
- This seminar is geared to help three stakeholders gain competence in responding to this challenge: chronically absent employees, coworkers, and managers.
- You can expect to gain:
  - Clarity about your legal duties, empathy for interest of all stakeholders, and go-forward strategies to respond effectively and ethically in your own workplace

Time & Location: 1:30pm – 4:30pm, Edwards School, of Business, Room 16



**Contact:** 306.966.5572 for more information or to register fill out, and submit this form via email to: [bas@edwards.usask.ca](mailto:bas@edwards.usask.ca) or fax 306.966.2515

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## FRIDAY SEMINAR SERIES

February 27, 2009:

Negotiation Skills

Bruno Konecsni, Konecsni Consulting Ltd.

- Have you ever wondered the difference between the two types of negotiators and what kind of assumptions and behaviours they have?
- You can expect to learn the following negotiation tactics:
  - Surprise, information sharing, closing techniques, realistic commitments, decision making & stakeholders.
- In this session we will identify five approaches that can help your negotiations process. You will also learn how to recognize the nature of the underlying social contract.

Time & Location: 1:30pm – 4:30pm, Edwards School of Business, Room 16

April 24, 2009:

Powerful Presentation Skills

Rachelle Brockman, Edwards School of Business

- Is your audience bored and uninspired? Or are they engaged and ready for action? The answers to these questions depend on the power of you, the presenter. This session is designed to offer interactive and practical exercises, examples and tools that will bring out the powerful presenter in all of us. Rachelle's presentation seminars are well subscribed and highly valued. Don't delay in registering for this interactive and enjoyable presentation!

Time & Location: 1:30pm - 4:30pm, Edwards School of Business, Room 16

For more training opportunities visit our website: [www.edwards.usask.ca/programs/bas](http://www.edwards.usask.ca/programs/bas)



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## FRIDAY SEMINAR SERIES

### REGISTRATION

Name: \_\_\_\_\_ Company: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Date	Sessions	Time & Location	Cost (Incl. GST)	# of People	Total Cost
Nov 14, 2008	How Green Are You?	1:30-4:30 ESB Room 112	\$105.00		
Nov 28, 2008	Are You Really Being Served?	1:30-4:30 ESB Room 112	\$52.50		
Jan 23, 2009	Attendance Support: How to Lead Effectively and Ethically	1:30-4:30 ESB Room 16	\$52.50		
Feb 27, 2009	Negotiation Skills	1:30-4:30 ESB Room 16	\$52.50		
Apr 24, 2009	Powerful Presentation Skills	1:30-4:30 ESB Room 16	\$52.50		

**Please make cheques payable to:**

Edwards School of Business, U of S  
Room 86, 25 Campus Drive  
Saskatoon, SK S7N 5A7

GST# 11927 9313 RT0001



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