



Training Schedule 2011

The following training seminars will be delivered in an area near you:

ST. ANTHONY & AREA

Customer Service	May 11
Social Media	May 11
Basic Blogging	May 11
Business Planning	October 18
Bookkeeping	October 18

PLUM POINT & AREA

Customer Service	April 28
Bookkeeping	April 28
Computerized Accounting	May 11
Business Planning	September 8
Bookkeeping	September 8
Computerized Accounting	October 19

RODDICKTON-BIDE ARM & AREA

Business Planning	March 24
Basic Blogging	March 24
Customer Service	June 9
Bookkeeping	June 9
Business Planning	November 10
Marketing	November 10

COW HEAD & AREA

Bookkeeping	March 10
Customer Service	May 11
Bookkeeping	May 11
Business Planning	October 20
Marketing	October 20

Location, time and details will be provided at a later date. Sessions typically include lunch and have a registration fee of \$10 per person

If you have questions or would like to be added to our email list, please contact:

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UPCOMING Events:

- **April 10- 16** - Volunteer Week: Appreciation Events throughout the Great Northern Peninsula
- **April 12- 15** - Rural Revitalization From Our Forests Conference, Gros Morne Resort, St. Paul's
- **May 11** - CBDC Day! & Youth Ventures Grand Re-opening
- **June 22** - CBDC Nortip Annual General Meeting
- **October 15-21** - Small Business Week: Events throughout the Great Northern Peninsula

SEMINAR SUMMARIES

Basic Blogging - A form of social media that has broad reach. Individuals, businesses, non-profits and social enterprises create their own free Wordpress blog using a provided laptop computer.

Bookkeeping - A general course covering the basics of record keeping for a small business, non-profit or social enterprise. Topics of Payroll, Remittance and Year End Statements will be covered.

Business Planning - An overview of the business planning process outlining criteria. This would include business description, operations, human resources, marketing, financial projections and strategies to lead to business growth.

Computerized Accounting - An introduction to computerized accounting using a computer and Simply Accounting software. Space is limited.

Customer Service - outlines how to provide solutions, resolve disputes, appeal, motivate and gain commitment which uncover new opportunities. Interactive session.

Marketing - covers the marketing basics, discusses new strategies and uncovers ways to master the selling process

Social Media - topics include Twitter, Blogs, Facebook, Skype, Go2Meeting, YouTube and current trends.

IF YOU WOULD LIKE TO SEE ADDITIONAL SESSIONS ADDED, PLEASE CONTACT CBDC NORTIP.

THANK YOU!