

April

Free Business Seminars

Held at *business infosource*
unless otherwise indicated

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Business Training Network
Saskatchewan



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A small business owner?

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ENTERPRISE
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April Video Conference Calendar

All times are Central Standard Time (CST)

Monday	Tuesday	Wednesday	Thursday	Friday
2	3 Time Management and Goal Setting 12-2pm	4	5 Critical Elements of Customer Service 12-2pm	6
9	10 Interviewing Skills 12-4pm	11	12	13
16	17 CBSA Customs Workshop 12-3:30pm	18	19 How to Get Media Exposure for Your Business 12-2pm	20 “To the Cloud!” Planning your Cloud Strategy 12-1pm
23 CRA: GST 12-2:30pm	24 Partner Agreements 12-1pm	25	26 Intellectual Property 12-1pm	27

Time Management and Goal Setting

April 3rd 12-2pm

This is a robust time management program that will assist the participants in planning and setting goals to obtain more out of life from both a business and a personal standpoint. Set goals, turn them into action steps and manage time effectively every day.

Presenter: Lisa Lewis, President of Beyond Excellence Inc.

Critical Elements of Customer Service

April 5th 12-2pm

This seminar is for any business owner or employee who deals with the public or who services those who deal with the public. Learn how to clearly identify how you can become more effective in dealing with customers. Learn to identify opportunities within the scope of your authority for dealing effectively with others. Learn how to identify the criteria and responsible response to all customers.

Presenter: Lisa Lewis, President of Beyond Excellence Inc.

Interviewing Skills

April 10th 12-4pm

A Skill building seminar for those involved in interviewing and selection of employees Learning Plan:

- Information gathering / Selection tools
- Interview planning & processes
- Efficient Screening Interviews
- Selection Questioning Discussion techniques
- Managing the interview
- Assessment of candidates
- Reference checking & final decision making
- Offers of employment

Note: This is one of seven titles being offered as an HR learning suite. To maximize learning, clients are encouraged to participate in all 7 sessions.

Writing Clear Job Descriptions

Interviewing Skills

Recruitment & Selection

Effective Employee Orientation

Performance Management

Positive Employee Relations

Employee Relations Problem Solving

Presenter: Daniel Furlan (CHRP), Human Resources, HR Strategies

CBSA Customs Workshop

April 17th 12-3:30pm

The Trade Compliance Office (Client Services) from Winnipeg offers Customs information seminars for small business entrepreneurs who may be importing / exporting commercial goods. This seminar is an introduction to the Customs commercial import and export procedures. Import session topics:

- Obtaining a Business Number
- Import Process
- Reporting of Goods & Taxes
- Tariff Classification
- Tariff Treatment
- Other Government Dept. Requirements
- Accounting & Payment Duties
- Value for Duty
- Determining Duty Rates
- General Import Procedures

How to complete the Customs Coding Form B3

Export Session Topics:

- Export Process
- Time Frames for Reporting
- Reporting Methods
- General Procedures

How to complete the Export Declaration Form B13A

Presenter: Philippe Le Quere, Canada Border Services Agency

How to Get Media Exposure for Your Business

April 19th 12-2pm

Want to Attract Media Attention for Your Business? Get advice from an expert. Join Mike Beauregard, fixture on Manitoba television for 22 years, for this Business Breakfast discussion. Discussion topics:

- How newsrooms operate
- The kinds of stories the media covers
- How to successfully pitch a story
- Available opportunities for free publicity
- Become an expert in your profession
- The value of websites, blogs and video
- Using Social Media to promote your business

“To the Cloud!” Planning your Cloud Strategy

April 20th 12-1pm

This seminar will cover:

- What cloud computing is
- Potential benefits to its use
- 3 types of cloud computing solutions
- Applications
- Mitigating the risks
- Choosing a vendor

Presenter: Andrey Olinov, Computer Troubleshooters

CRA: GST

April 23rd 12-2:30pm

This seminar will cover the following topics:

How to complete the GST Tax Return for Registrants

The Basics of the GST

Services offered by Canada Revenue Agency, Client Services

Methods to simplify tax collection and remittance

Presenter: Darlene Kennedy, CRA

Partner Agreements

April 24th 12-1pm

If you co-own a business, **A Shareholder Agreement** maybe one of the most important documents you will sign. This presentation will focus on the **Five Key** components of an effective agreement and the **Importance of the Process**.

Presenter: Wally Klassen, Continuity, your Succession Planning Team

Intellectual Property

April 26th 12-1pm

Raising awareness of IP by introducing basic concepts such as:

- the importance and strategic use of IP;
- an introduction to trade secrets, patents, trade-marks, copyrights and industrial designs;
- useful resources and tips;
- links to IP publications and on-line tools; and
- contact information

Presenter: Steven J.R. Seiferling – McKercher LLP.

