



North Dundas
Chamber of Commerce



**Doug Dvorak, Master Certified Sales Trainer,
Customer Service Expert & Business Coach**

Doug Dvorak will be presenting a customized keynote presentation on October 23, 2019 to Dundas County Businesses in celebration of Ontario Small Business Week.

Doug's program will focus on motivation, business & team member optimization philosophies and strategies to take you business and team to a higher level of performance and engagement.

**Take advantage of Doug's expertise while he is in town!
UNIQUE OPPORTUNITY for EXPERT ADVICE
Doug will be available to provide a customized sales excellence
and/or customer excellence program for business owners,
managers and entrepreneurs, on an individual basis or in small
groups on October 23 & 24, 2019.**

Special pricing is available, and space is limited.

For more information and details please contact:

Doug Dvorak
Author-Speaker-Consultant
Email: doug@dougdvorak.com
Tel: 847.359.6969
Web: www.dougdvorak.com

Mary Tessier
Administrative Coordinator
North Dundas Chamber of Commerce
Tel: 613-447-1533
Email: info@northdundaschamber.com

ABOUT DOUG DVORAK

Doug Dvorak is the CEO of The Sales Coaching Institute, a worldwide organization that assists clients with sales coaching, productivity training and motivational sales excellence management workshops. Mr. Dvorak's clients are characterized as Fortune 1000 companies, small to medium businesses and service businesses. Mr. Dvorak has earned an international reputation for his powerful educational methods and motivational techniques, as well as his experience in all levels of sales & sales management, corporate education and success training. His background in sales, leadership, and management has allowed him to become one of world's most sought-after sales coaches, sales consultants, lecturers and teachers. This vast experience has helped him shape and determine his philosophies on motivation & sales success.

Mr. Dvorak is a certified management consultant, sales trainer, and executive coach and holds a Bachelor of Arts degree in Business Administration, Master of Business Administration in Marketing Management and a Doctor of Laws "Degree, "h.c.". But Mr. Dvorak's sense of humor is no less refined, as he is a graduate of the Player's Workshop of the Second City, one of the oldest and most prestigious improvisational comedy schools in the world.

Mr. Dvorak's philosophies have been featured in several articles and interviews including; The Wall Street Journal. CNN, CBS and other national & international publications. His dedication to success and sales excellence led him to be named one of the Top Ten Sales Professionals in America by Personal Selling Power Magazine. Mr. Dvorak's vision and leadership have been recognized; he has been honored with induction into several prestigious national and international Who's Who organizations, including Who's Who in Professional Speaking.

Mr. Dvorak is a member of the National Speakers Association & was inducted into the Motivational Speaker's Hall of Fame in August 2014. Doug is also a Certified Speaking Professional (CSP) the highest earned designation from the National Speakers Association (NSA). Doug has presented to over 1 Million people on 5 continents.

Doug Dvorak's sales & customer excellence workshops will deliver concrete business value and improvement.

Sales Excellence Workshop

Program Description:

This workshop introduces salespeople, business owners and front-line staff to an interactive process to discover their natural sales talents and how to overcome potential roadblocks to sales success. Every individual has a unique selling style that sets them apart in their business, organization and in the eyes of their customers. This interactive process allows the individual to focus on a basic and fundamental understanding of sales skills and strategies to identify and develop their strengths, while identifying potential areas for sales improvements through Doug's sales self-development plan. Immediately, all workshop attendees can complete the process and start implementation for sales success.

What you will learn:

This training program leads to sales skills and processes that will drive better engagement with prospects and established customers and how to improve your bottom line. We discuss different buyer's personality styles and provide relevant ideas on how to establish trust and rapport to drive value from the client's perspective. We will also explore the customer's buying journey and how to align your company's mission and value propositions to the client's unique needs. We also use dramatizations of real-world customer sales situations to keep the training interesting, relevant and fun.

Bottom-line benefits of "Sales Excellence Workshop" include:

- * Leads to higher revenue/sales employee productivity and profits.
- * Understand that "everyone is in sales"
- * Creates a common sales language and process to follow and to replicate throughout your organization.
- * Alignment of your company's mission and value propositions to the client's buying journey

Benefits to attendees:

- * Increases sales confidence and competence of your team.
- * Decreases the fear of selling and increases self-esteem and morale.
- * Learning is customized to the needs of the organization and individual and thus, non-threatening and more effective.

Creating a Customer Centric Culture

Program Description:

Imagine an organization where all your employees are confident, self-sufficient and motivated. Your company's turnover is at an all-time low, as are customer complaints. Word on the street is that your company offers the benchmark for customer service in your industry, and your competitors are seeing red as their customers jump ship and swim your way. With "Creating a Customer Centric Culture", a powerful new customer excellence program, you don't have to imagine anymore. You can make this dream world a reality!

What you will learn:

This training program leads to customer service consistency. Your customers are your business. They write your paychecks — and those of your employees. Even the briefest customer interaction affects your bottom line.

We show you how to win customers over by treating them well and retain them by keeping them happy, while maintaining your competitive advantage — excellent customer service — with across-the-board consistency.

We use dramatizations of real-world customer service situations to keep the training interesting, relevant and fun.

Bottom-line benefits of "Creating a Customer Centric Culture include:

- * Leads to higher employee productivity and profits.
- * Increases employee retention.
- * Creates consistency of service throughout your company.
- * Fits into any schedule – no matter how hectic.

Benefits to attendees:

- * Increases the confidence and competence of your employees.
- * Boosts self-esteem and morale.
- * Skills that are transferable to other areas of work or life.
- * Learning is customized to the needs of the organization and individual and thus, non-threatening and more effective.