



# Business Development Series

## 2019 Q1 Online-Live Calendar

January						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24/31	25	26	27	28	29	30

### COURSE DESCRIPTIONS

- BD101 Gathering Guest Information** – How to improve the quantity and quality of information gathered from all touch points
- BD102 Communication Skills for Today’s Customers** – Learn how to break down the barriers through effective phone communication principles
- BD103 Incoming Phone-up Mastery** – Learn how to master incoming sales call opportunities
- BD104 Why FUFU?** – Increase your unsold opportunities by asking the right questions and funneling down to the real objection
- BD105 Objection Mastery I** – Overcome “I’m still shopping” and “I’m not ready” objections
- BD106 Objection Mastery II** – Stop haggling, giving away profit, or simply giving in on price. Begin all negotiations with solid commitments.
- BD107 Owner Loyalty Practices** – Learn the contact strategies that will enable you to build loyal relationships
- BD108 Optimizing BD Efforts** – Learn how to build and leverage your “Book of Business”

### Access Your Training Site

[www.yourpersonaluniversity.com](http://www.yourpersonaluniversity.com)

- No pre-registration for classes
- Access class up to 15 minutes before the scheduled time
- Classes are closed 1 minute after the scheduled start time

#### Learning Toolbox

*Additional features located left of your courses*



Click the Play button to attend class



Access course workbooks, view the class schedule and send calendar reminders



**Dial In:** Use Phone Option to hear the instructor. Dial in on your phone. Enter Conference ID 39948#, when prompted. Then enter Your Personal User ID.

### Daily Schedule

Monday and Wednesday							Tuesday and Thursday						
#	NDT	AT	ET	CT	MT	PT	#	NDT	AT	ET	CT	MT	PT
101	11:00a	10:30a	9:30a	8:30a	7:30a	6:30a	105	11:00a	10:30a	9:30a	8:30a	7:30a	6:30a
102	12:00p	11:30a	10:30a	9:30a	8:30a	7:30a	106	12:00p	11:30a	10:30a	9:30a	8:30a	7:30a
103	1:00p	12:30p	11:30a	10:30a	9:30a	8:30a	107	1:00p	12:30p	11:30a	10:30a	9:30a	8:30a
104	2:00p	1:30p	12:30p	11:30a	10:30a	9:30a	108	2:00p	1:30p	12:30p	11:30a	10:30a	9:30a
105	4:00p	3:30p	2:30p	1:30p	12:30p	11:30a	101	4:00p	3:30p	2:30p	1:30p	12:30p	11:30a
106	5:00p	4:30p	3:30p	2:30p	1:30p	12:30p	102	5:00p	4:30p	3:30p	2:30p	1:30p	12:30p
107	6:00p	5:30p	4:30p	3:30p	2:30p	1:30p	103	6:00p	5:30p	4:30p	3:30p	2:30p	1:30p
108	7:00p	6:30p	5:30p	4:30p	3:30p	2:30p	104	7:00p	6:30p	5:30p	4:30p	3:30p	2:30p