



Business Development Series

2019 Q3 Online-Live Calendar

July

| 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 | | | |

August

| 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 |

September

| 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 | | | | | |

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

- 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 |