These two-hour training sessions will cover the following:

- Industry Perspective: What’s changed?
- What challenges does your team face today?
- Benefit to the organization
- Benefit to the patient
- Training and practical skills
  - Sample scripting
  - Role play exercises
  - Verbal and non-verbal communication
  - Negotiation skills
  - Overcoming conflict

**Dates & Locations:**

**Northern MI - Sept 10th**
Kirtland Community College – Gaylord

**Thumb - Sept 11th**
Tuscola Technology Center - Caro

**Upper Peninsula - Oct 2nd**
Bay College - Escanaba

**Speaker**
Darren Cook
Magnet Solutions

**2 trainings at each location!**

**Session 1:** Registration 9am
Program 9:30-11:30am

**Session 2:** Registration 1pm
Program 1:30-3:30pm

**Cost:** $50 per attendee