

# Session Descriptions

## **Customer Service Training: Retail and Tourism (Feb. 16, or 17, or 18)**

Get tips on how to provide an excellent customer service experience. Happy customers are often repeat customers.

## **Getting Started in Websites, E-commerce and Social Media (Mar. 1, or 2, or 3)**

Successful businesses and organizations need a web presence. Learn the importance and basics of websites and how to use Facebook properly by avoiding common mistakes.

## **Understanding your Local Market for Small Businesses and Communities (Mar. 8, or 9, or 10)**

Knowing where your customers or clients are coming from can help your business or organization. Learn how to conduct your own market research in this session.

## **Business Succession: Preparing your Business for Sale (Mar. 29, or 30, or 31)**

Own a business and you're thinking about retiring? Find out what you need to know to prepare to sell your business.

## **Grant Writing Workshop for Beginners (Apr. 12, or 13, or 14)**

Learn all the steps in the grant writing process. Everything from developing your funding idea and finding potential funders through to drafting a budget and evaluating your project.

## **Starting a Business: What you need to know to get started (Apr. 26, or 27, or 28)**

This session will walk you through the key considerations when starting your own business in Wisconsin. There will also be a discussion on important resources available to help you be successful.

## **Personality and Effectively Relating to Others: True Colors (May 10, or 11, or 12)**

Find out your personality temperament and discover ways of relating to others. Gain insights into different motivations, actions and communication approaches.

## **Conflict Management: Practical Strategies for Work and Home (May 24, or 25, or 26)**

People approach conflict differently. This practical session will provide insight into how you deal with conflict, making you more effective in those dreaded conflict situations.

## **Communicating Across the Generations at Work and Play (Jun. 7, or 8, or 9)**

Generational differences can affect work and involvement in the community. Increase your understanding of generational differences and build rapport.

### **For more information contact your local UW-Extension Office:**

#### **Tuesday Location: Marquette Co.**

480 Underwood Ave, Montello, WI

Email: [martin.havlovic@ces.uwex.edu](mailto:martin.havlovic@ces.uwex.edu)

Phone: 608-297-3141

#### **Wednesday Location: Green Lake Co.**

571 County Road A Green Lake, WI

Email: [jay.dampier@ces.uwex.edu](mailto:jay.dampier@ces.uwex.edu)

Phone: 920-294-4032

#### **Thursday Location: Waushara Co.**

209 S St. Marie St, Wautoma, WI

Email: [patrick.nehring@ces.uwex.edu](mailto:patrick.nehring@ces.uwex.edu)

Phone: 920-787-0416

**Community Builders is organized and presented by**  
**UW-Extension of Green Lake, Marquette and Waushara Counties**  
*in collaboration*  
Chambers of Commerce  
Community Groups  
Municipalities  
Young Professionals Groups

# Community Builders Series

**Winter and Spring 2016**

Come learn important community and business building knowledge and skills



# Registration

**Are you a community member?\***     **Yes** (\$10 per session)     **No** (\$20 per session)

*\*Community members are defined as participants who are affiliated with a service group, non-profit, etc. operating in any of the following counties: Marquette, Green Lake, or Waushara.*

**Registration fees are \$20 per session, however, community members enjoy a 50% discount of \$10 per session. Some sessions have a book and materials fee in addition to the registration fee.**

Select programs and times that work into your schedule. All sessions are from **1 pm to 4 pm**. Each program is repeated in each of the partnering counties.

**Program 1: Customer Service Training: Retail and Tourism**

Marquette (Tues. Feb. 16)     Green Lake (Wed. Feb. 17)     Waushara (Thurs. Feb. 18)

Total: \$ \_\_\_\_\_

**Program 2 Getting Started in Websites, E-commerce and Social Media**

Marquette (Tues. Mar. 1)     Green Lake (Wed. Mar. 2)     Waushara (Thurs. Mar. 3)

Total: \$ \_\_\_\_\_

**Program 3: Understanding your Local Market for Small Businesses and Communities**

Marquette (Tues. Mar. 8)     Green Lake (Wed. Mar. 9)     Waushara (Thurs. Mar. 10)

Total: \$ \_\_\_\_\_

**Program 4: Business Succession: Preparing your Business for Sale**

Marquette (Tues. Mar. 29)     Green Lake (Wed. Mar. 30)     Waushara (Thurs. Mar. 31)

Total: \$ \_\_\_\_\_

**Program 5: Grant Writing Workshop for Beginners**

Marquette (Tues. Apr. 12)     Green Lake (Wed. Apr. 13)     Waushara (Thurs. Apr. 14)

Total: \$ \_\_\_\_\_

**Add \$25 book fee**

**Program 6: Starting a Business: What you need to know to get started**

Marquette (Tues. Apr. 26)     Green Lake (Wed. Apr. 27)     Waushara (Thurs. Apr. 28)

Total: \$ \_\_\_\_\_

**Program 7: Personality and Effectively Relating to Others: Colors**

Marquette (Tues. May 10)     Green Lake (Wed. May 11)     Waushara (Thurs. May 12)

Total: \$ \_\_\_\_\_

**Add \$7 book fee**

**Program 8: Conflict Management: Practical Strategies for Work and Home**

Marquette (Tues. May 24)     Green Lake (Wed. May 25)     Waushara (Thurs. May 26)

Total: \$ \_\_\_\_\_

**Program 9: Communicating Across the Generations at Work and Play**

Marquette (Tues. Jun. 7)     Green Lake (Wed. Jun. 8)     Waushara (Thurs. Jun. 9)

Total: \$ \_\_\_\_\_

**Enclosed Grand Total: \$ \_\_\_\_\_**

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

# Community Builders Series

**Come learn important community and business building knowledge and skills**

## Registration Instructions

Complete the registration form indicating whether you are a community member. Please select all the programs you wish to attend.

Please pay with a check payable to...

## UW-Extension Waushara County

209 Ste Marie Street

PO Box 487

Wautoma, WI 54982

## List of programs and dates

1. Customer Service Training: Retail and Tourism. Feb. 16 or 17 or 18
2. Getting Started in Websites, E-commerce and Social Media. Mar. 1 or 2 or 3
3. Understanding your Local Market for Small Businesses and Communities. Mar. 8 or 9 or 10
4. Business Succession: Preparing your Business for Sale. Mar. 29 or 30 or 31
5. Grant Writing Workshop for Beginners. Apr. 12 or 13 or 14
6. Starting a Business: What you need to know to get started. Apr. 26 or 27 or 28
7. Personality and Effectively Relating to Others: Colors. May 10 or 11 or 12
8. Conflict Management: Practical Strategies for Work and Home. May 24 or 25 or 26
9. Communicating Across the Generations at Work and Play. Jun. 7 or 8 or 9

An EEO/AA employer, University of Wisconsin-Extension provides equal opportunities in employment and programming, including Title IX and ADA requirements.