



# Synergize

## *Business Components Working Together*

Thursday October 1, 2009 Business Builder  
Bossier Parish Community College \* Bossier City, LA 71111  
*Building D \* Room D215*

8:00 a.m. to 8:30 a.m.     **Registration**

8:30 a.m. to 10:05 a.m.     **Session 1**

**Power of Synergy: *The Power of Customer Service***  
Presented by Jerry Frentress of Win-Win Motivation and More

10:05 a.m. to 10:20 a.m.     **Break**

10:20 a.m. to 11:35 a.m.     **Session 2- Breakout Sessions**  
(Attendees will choose one to attend)

### **Session A**

**Synergy Download: *Web-based Digital Marketing***  
Presented by Charlie Thomas and Marissa Tavantana-Diaz  
of GAP Broadcasting

### **Session B**

**Human Synergy:**  
*Conflict Resolution: Employee to Employee  
& Employee to Customer*  
Presented by Thomas Evans, CEO of Training Logic

11:35 a.m. to 11:45 p.m.     **Break**

11:45 a.m. to 1:00 p.m.     **Session 3**

**Synergize Your Message:**  
*Learning what media/marketing is best for your business*

Presented by Craig Farley of The Farley Group  
& Margie Bueche of All About Advertising

***Lunch will be served during this session.***

## **COST**

~ **Full Seminar** ~

\$40 for Chamber members  
\$50 for future Chamber members

~ **Sessions 1 & 2** ~

\$30 for Chamber members  
\$40 for future Chamber members

~ **Sessions 2 & 3** ~

\$30 for Chamber members  
\$40 for future Chamber members