

## Next Level Exchange & NALTO 2019 Webinar Program

1. **Wednesday, January 30, 2019** – Erin Bent – Partner, Senior Director of Training  
<https://attendee.gotowebinar.com/register/1414212042860843010>

**Top Tips: Best of the Best from the Best:** Where do I go for great tips to make me a better producer? This webinar! **Erin Bent** will focus on multiple tips and coaching concepts covering all areas of the placement process including, recruiting, marketing, process management, and deal driving as well as planning and time management. Tips shared will come from proven producers across all areas of industry. All suggestions will also help attendees of the session better understand how to navigate through Next Level Exchange!

2. **Wednesday, February 27, 2019** – Jeff Kaye – Managing Partner, Co-Chief Executive Officer  
(Registration Link TBD)

**Recruiter ADD:** In today's information environment, knowledge is critical and attention is the currency. Directing our attention in the right places and for the right amount of time is the key to effectiveness. In this information-packed presentation, **Jeff Kaye** will share 10 best practices that when implemented, will significantly increase your efficiency and effectiveness. This presentation is a must-see for anyone who wants to achieve peak performance on a consistent basis.

3. **Wednesday, April 17, 2019** – Christine Geiger – Partner, Senior Director of Training  
(Registration Link TBD)

**Recruiter Etiquette** – **Christine Geiger** will take a deeper dive into a full-service approach to creating the best candidate and client experiences. What we all should know, what to do and what not to do - to start separating your approach from your competition. Be different, be BEST!

4. **Wednesday, May 15, 2019** – Karen Schmidt – Managing Partner, Training and Development  
(Registration Link TBD)

**360 Degree of Servant Leadership:** As an owner, leader or manager, you have ultimate responsibility for everyone and everything that happens within your firm. **Karen Schmidt** will facilitate our session packed with the leadership lessons she's learned on how to bring out the best in people. What causes a recruiter to struggle to find motivation, but flourish when paired with the right coach? What do successful leaders do to create decades of loyalty within their walls? How can you develop the soft skills necessary to help those on your team be the best possible versions of themselves?

5. **Wednesday, June 12, 2019** – Ita Harris – Senior Director of Client Services  
(Registration Link TBD)

**Challenging Change Resistance:** To state it simply, change is terrifying — and challenging. Most people wish to stay in their comfort zone than risk an unknown territory. Even people who claim to enjoy change may find it challenging at work. **Ita Harris** will take a deep dive into the feelings around change and how we can help those who have a fear of losing control and uncertainty which can produce a fight or flight reaction. As employees and managers we may focus on what may be sacrificed, rather than what can be gained. Resistance to change is not always a bad response. In fact, it can actually be a good chance to provoke conversations like “Is this change going to drive significant growth?” and it encourages everyone, at every level, to develop better planning and

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communication skills by developing higher levels of trust, better perspective and stronger influence internally as well as with clients and providers.

6. **Wednesday, September 18, 2019** – Erin Bent – Partner, Senior Director of Training  
(Registration Link TBD)

**High Impact Habit Forming and Planning** - Planning, the Achilles heel for virtually all. Let's develop a clear understanding of your metrics/ numbers and identify the best approach to structure your day. **Erin Bent** will discuss how to create solid habits and build on a planning foundation that will LAST. We will also explore proven plans of top billers and how to tweak and replicate for your own marketing or recruiting desk.

7. **Wednesday, November 15, 2019** – Rob Mosley – Managing Partner, Training and Development  
(Registration Link TBD)

**Building Trust with Your Colleagues and Market:** In the *Five Dysfunctions of a Team*, Patrick Lencioni explains that trust lies at the heart of a functioning, cohesive team and can only happen when team members are willing to be completely vulnerable with one another. **Rob Mosley** will look at how the trust built internally with your colleagues will ultimately spread out into your market with your clients and providers. Trustworthy organizations can have an important influence on the market by creating incentives for clients and providers to not place the highest priority on price or benefits. Trust can be a noticeable advantage for a business, one that can increase the bottom line and can even see you through hard times when other organizations are losing business. Some researchers say trust can be measured by capability, knowledge and principles. Do you do what you say you will? Do you keep your promises? Do you demonstrate ethics that are important to your customer or provider?