



The only way to be on your game and beat the competition is to be better educated in sales. How? Join our 2018 Webinar Series with Rob Mosley of Next Level Exchange. This year's topics will build on last year's popular series and introduce some new concepts around emotional intelligence and how it affects your effectiveness in your market.

Become the Influencer: The Power to Negotiate
Tuesday, April 10th - [CLICK HERE](#) to View Recording

Achieving Commitment: Focusing on Results
Tuesday, May 22 - [CLICK HERE](#) to Register

The Live Conversation: Your First and Lasting Impression
Tuesday, June 12 - [CLICK HERE](#) to Register

Embracing Accountability: Creating Standards for Coaching
Tuesday, July 10 - [CLICK HERE](#) to Register

Client Resistance: There is Nothing to "Overcome"
Tuesday, September 11 - [CLICK HERE](#) to Register

Planning and Prioritization: The Run Around Dilemma
Wednesday, October 3 - [CLICK HERE](#) to Register

Respectful Conversations: Courage to Confront and Be Confronted
Tuesday, November 27 - [CLICK HERE](#) to Register

All recording are available until the end of 2018.

Become the Influencer: The Power to Negotiate **Tuesday, April 10th @ 11:00 am (cdt)**

Influencing the actions of others is the very essence of the staffing and recruiting industry. Understanding how people's perspectives drive their positions on issues—and, ultimately, their actions—is the key to being influential.

By building on our 2017 webinar program with Rob we will expand how by learning to influence clients and candidates, you can differentiate yourself and effectively convince clients and candidates that they should work with your firm—rather than your competitors.

[CLICK HERE](#) to View Recording.

Achieving Commitment: Focusing on Results **Tuesday, May 22 @ 11:00 am (cdt)**

Individuals and teams that commit to decisions and standards do so because they know how to embrace two separate but related concepts: buy-in and clarity.

Buy-in is the achievement of honest emotional support. Clarity is the removal of assumptions and ambiguity from a situation. Both individual and team commitment requires clarity and buy-in."

This Team Effectiveness session taps into two leaders in this field; Patrick Lencioni and the Acclivus Corporation to provide concrete practical tools to achieve both buy-in and clarity in any team.

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The Live Conversation: Your First and Lasting Impression **Tuesday, June 12 @ 11:00 am (cdt)**

The first few minutes and even seconds of a live phone or face to face conversation set the tone and direction of the rest of the conversation and the relationship. This session is a build on the I-Model for opening a conversation by email and voice mail and will explore the expansion of the I-Model for the live conversation.

Rob will discuss the challenges of decision bias and provide the framework for guiding and influencing the conversation to leave a strong first and lasting impression of trust and legitimacy.

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Embracing Accountability: Creating Standards for Coaching **Tuesday, July 10 @ 11:00 am (cdt)**

Holding ourselves and others accountable for execution and results is on the single most difficult tasks in our profession. This session explores creating Standards of Performance and the 3 Step Process for Coaching, including peer coaching as accountability tools which continue on the themes of Clarity and Buy-In.

“If you can’t define it – you can’t measure it. If you can’t measure it – you can’t manage it.”

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Client Resistance: There is Nothing to "Overcome" **Tuesday, September 11 @ 11:00 am (cdt)**

As an industry, we pride ourselves on being collaborative with our clients and yet the language we use to describe our behaviors with them sound like we are starting a war with them: Target and account...penetrate the market.....OVERCOME the OBJECTION.

No one wants to be overcome, but they do want to be consulted with, listened to, and partnered with in service of finding common ground on important issues. In this session, Rob teaches the three types of resistance that we face most often and how to respond effectively without doing damage to the client relationship.

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Planning and Prioritization: The Run Around Dilemma **Wednesday, October 3 @ 11:00 am (cdt)**

The Run Around Dilemma says that because we don't know what's important to us, everything seems important. Because everything seems important, we have to do everything. Other people see us doing everything so they expect us to do everything. Doing everything keeps us so busy we don't have to think about what's really important to us.

This session covers the essential themes of understanding the Time Matrix, planning and prioritization and gaining a better understanding of how to avoid multi-tasking in an attention deficit world.

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All recordings are available until the end of 2018.



Respectful Conversations: Courage to Confront and Be Confronted Tuesday, November 27 @ 11:00 am (cdt)

Even among the best of clients and within the best of teams, conflict will occur and is a natural and even necessary part of communication. That doesn't stop the process from being uncomfortable and the language we use is key.

The language determines the conversation – the conversation determines the relationship – and the relationship determines the outcome. In this session Rob discusses the ideal point of constructive conflict and how to better navigate these critical conversations with both clients and colleagues.

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Rob is a Managing Partner and Senior Director of Training and Development for Next Level Exchange/Mastery. Rob comes from MRINetwork™ Corporate where he served as the Chief Learning Officer, responsible for all training and sales development of 1,100 offices worldwide.

Previously Rob was with the Acclivus Corporation, an international performance development company. He has facilitated the Acclivus curriculum on six continents and is part of the Acclivus team responsible for global relationships with companies as diverse as Dell Inc., Accenture, KPMG Consulting, NASDAC, Rehrig Pacific Company, Recruit Holdings Ltd, Japan, Shell Energy, and Comcast/NBC Universal. Rob is currently a licensed facilitator for Acclivus worldwide.

Rob's knowledge of the search industry comes from 12 years with Merritt Hawkins and Associates, now part of AMN Healthcare. Rob served as Vice President of Corporate Business Development.

He is a licensed facilitator for Stephen Covey's The 7 Habits of Highly Effective People. Rob holds master certifications in Consultative Selling, Performance Coaching, Advanced Sales Negotiation, Strategic Client Communication, and Major Account Planning & Strategy.

Rob is a keynote speaker and facilitator at continuing education seminars in the areas of business to business sales execution with a focus on collaborative client development, team effectiveness and performance management.

Past credits include Staffing Industry Analysts Executive Forum and Healthcare Forum, the American Staffing Association, The Fordyce Forum, the National Association of Personnel Services (NAPS), and the National Association of Physician Recruiters and National Association of Locum Tenens Organization.