

Distribution Manager Development Program



Course Agenda: May 13th-17th

Monday, May 13th

Start	End	Event	Instructors
7:30am	8:00am	Breakfast	
8:00am	10:00am	Intros & Expectations	Norm Clark, Jay Johnson, and Bob Borsh
10:00am	10:15am	Break	
10:15am	12:00pm	Financial Management	Jay Johnson
12:00pm	1:00pm	Lunch & Open Office Hours	Jay Johnson and Bob Borsh
1:00pm	5:00pm	Financial Management Cont. (Break at 3:00pm)	Jay Johnson
5:30pm		Group Dinner	

Tuesday, May 14th

Start	End	Event	Instructors
7:30am	8:00am	Breakfast	
8:00am	10:00am	Quality in Distribution	Bob Borsh
10:00am	10:15am	Break	
10:15am	12:00pm	Consultative Selling	Norm Clark
12:00pm	1:00pm	Lunch & Open Office Hours	Norm Clark and Bob Borsh
1:00pm	5:00pm	Consultative Selling (Break at 3:00pm)	Norm Clark
5:30pm		Dinner on Your Own	



Wednesday, May 15th

Start	End	Event	Instructors
7:30am	8:00am	Breakfast	
8:00am	12:00pm	Coaching for Improved Results <i>(Break at 10:00am)</i>	Bob Borsh
12:00pm	1:00pm	Lunch & Open Office Hours	Bob Borsh
1:00pm	3:00pm	Coaching for Improved Results Cont.	Bob Borsh
3:00pm	3:15pm	Break	
3:15pm	5:00pm	Customer Service	Jay Johnson
5:30pm		Dinner on Your Own	

Thursday, May 16th

Start	End	Event	Instructors
7:30am	8:00am	Breakfast	
8:00am	12:00pm	Leadership <i>(Break at 10:00am)</i>	Norm Clark
12:00pm	1:00pm	Lunch & Open Office Hours	Norm Clark, Jay Johnson, and Bob Borsh
1:00pm	3:00pm	Inventory Management	Jay Johnson
3:00pm	3:15pm	Break	
3:15pm	5:00pm	Customer Stratification and Pricing Optimization	Jay Johnson and Norm Clark
5:30pm		Group Dinner	

Friday, May 17th

Start	End	Event	Instructors
7:30am	8:00am	Breakfast	
8:00am	12:00pm	Participant Presentations & Professor Feedback <i>(Break at 10:00am)</i>	Norm Clark, Jay Johnson, and Bob Borsh
12:00pm	1:00pm	Box Lunch & Departures	

