



National Sales & Marketing 2.0 Conference

Collaboration That Delivers Results

May 4 - 5, 2011
Holiday Inn Toronto Downtown Centre

PARTICIPATING ORGANIZATIONS

CONNECTUS CANADA
COACHING & SALES INSTITUTE
PORTER AIRLINES
RENBOR SALES SOLUTIONS INC.
BELL CANADA
INBOUND SALES NETWORK
SALES RESOURCE GROUP INC.
BRAIN RIDER
B2B SALES CONNECTIONS
BIZNESS CENTRAL
MMP CANADA
SALES PARTNERS
THE ROBERTSON TRAINING GROUP



Conference Day One

MAY 4, 2011

8:00 Continental Breakfast and Registration

9:00 Embracing Social Selling to Energize Your Sales in 2011

We live in an interconnected world. Sales processes are increasingly moving online and intersecting with the rapidly evolving social media space. To stay competitive, sales leaders have little choice but to accelerate the selection and adoption of Sales 2.0 innovations. With a dizzying array of Sales 2.0 tools, the alignment between people, process and technology becomes increasingly challenging. Many sales organizations are still flying blind, facing the huge risk of becoming a victim of change. This keynote presentation will review key trends; share a blueprint for achieving improved operational efficiency while delivering a better experience to customers.

**Donna Messer, President,
ConnectUs Canada**



10:00 Sales Coaching – The Final Frontier

Learn how to increase sales productivity, loyalty, and overall sales department contribution through effective sales coaching. Sales coaching is one of the most underdeveloped and unexplored skills in sales management. While every Sales Manager will acknowledge the role and importance of sales coaching, the commonality stops there. Everyone has a different sense and experience as to the frequency, duration, subject, approach, depth, and style that coaching should take.

- The prerequisites for sales coaching – Learn how to reshape your current sales environment so that it is more accepting of coaching
- The case for sales coaching – Understand, statistically, the results of good coaches versus bad coaches
- The logistics of sales coaching – Learn proven best practices on when to coach, how long, and how often
- The process of sales coaching – Discover the two coaching mythology models you must always follow

**Peri Shawn, President,
Sales and Coaching Institute**



10:45 Morning Refreshment Break and Networking

11:15 The Next-Generation Sales Operations Team: Enabling the Transformation

The sales operations function will be the driving force for productivity improvements in 2011. Sales costs are outpacing revenue growth, sales organizations are getting more complex, and technology buyers are complaining that sales reps are out of touch with their needs. Enter the sales operations team, who must step up to be the key driver for increased sales productivity and to set the vision for the sales team. This presentation will share the steps needed within a sales organization to create a best-in-class sales operations function, and a framework to help identify key weaknesses and gaps in your sales operation's current structure; and essential guidance to enable the transition to the next-generation sales operations team.

**Andrew Wilson, Vice President,
Sales & Distribution, Porter Airlines**

12:00 Smarter Sales Metrics: How to Monitor Sales Performance and Accelerate Sales

Smart sales leaders know that what you don't measure you can't change. Today's sales leaders have access to solutions that track every stage of the sales cycle (starting with inbound marketing) and metrics to evaluate sales rep performance.

This instant data leads to faster decisions on how to ensure the team stays on track to meet quota. This session will examine what metrics they use, why sales needs to understand marketing metrics, what tools they use to accelerate sales cycles, how to use data to make more informed decisions, and how sales and marketing can work more collaboratively through shared metrics.

**Tibor Shanto, Principal
Renbor Sales Solutions Inc.**



12:45 Luncheon for Speakers and Attendees

1:30 Is Your Sales 2.0 Platform Mobile Ready?

By 2013, more people will be accessing the web via mobile devices such as Smartphone & Tablets than on a PC. Each month, 2-3 new devices are launched, and US Tablet Sales alone are projected to double this year, reaching 24 million or more in 2011. As many organizations purchase tablets by the thousands, at the same time employees everywhere are conducting business on the personal devices they bring into the workplace. Your prospects and customers are no different. If you want to reach your audience, your sales and marketing communications and interactions are going to have to be optimized for a variety of ever-changing mobile platforms just to keep pace in the next 12 months.

**Jeff Funtasz, Sales Director
Bell Canada**

2:15 How Marketing Automation Accelerates Sales

Marketing automation is one of the fastest growing and most talked about software application among marketers today. But what does marketing automation mean for sales? We've brought together top experts who are both proficient in marketing automation and at helping organizations drive revenue through process. This interactive conversation will cover why sales should care about marketing automation, the questions sales should be asking about the technology and the process, and some real-world corporate examples of successes and failures.

**Andrew Hunt, Founder,
Inbound Sales Network**



3:00 Afternoon Refreshment Break and Networking

3:30 Sales Management 2.0: How to Leverage Technology to Optimize Results

Innovations in technology have dramatically altered the way customers buy and companies sell. While technology brings great potential for sales organizations, many challenges exist, including how to match new technologies with existing sales processes, training and user adoption, and implementing the right tools that will help your company both today – and in the long run. You'll also learn why some companies have chosen to embrace more traditional sales methods to optimize results.

**Dave Johnston, President,
Sales Resource Group Inc.**



4:15 Chair's closing comments for the day

Conference Day Two

MAY 5, 2011

8:00 Continental Breakfast and Registration

9:00 The Future of Sales and Marketing Effectiveness

Aligning sales and marketing teams around common goals and processes has historically been a difficult, overwhelming, and elusive task for many organizations. Major shifts in both how customers buy and the technologies that support sales and marketing functions have created a number of opportunities for sales and marketing leaders to create more synergy among their teams.

Scott Armstrong, General Manager, BrainRider



10:00 Improving Sales Productivity by Implementing Sales Playbooks

Today, improving sales productivity is more important than ever. Professional sports teams always work with a play book to reduce the chance of errors and speed up decision making. It isn't enough to just train your salespeople; you need to equip them with the right content, tools, and coaching they need as they work their opportunities during each stage in the sales cycle.

- What is an interactive sales playbook?
- A playbook that uses DRIP marketing results
- Write your own commission cheques
- Why playbooks work
- Sales manager needs a playbook to focus their time & effort on the most profitable tasks

Robert J. Weese, Managing Partner, B2B Sales Connections

10:45 Morning Refreshment Break and Networking

11:15 Data and Leads: What Sales Needs from Marketing

In today's over-connected world there's no end of information, leads and data for sales reps to use as they pursue new prospects and up-sell current clients. The challenge quickly becomes how marketing can help sales get access to the right data and the right leads. By improving the collaboration between these two teams, companies can quickly accelerate the pace at which they find and close new prospects. This session will examine how sales can get more qualified leads from marketing, and best practices for ensuring that sales reps have access to accurate data.

Eric Gilboord, Founder, Bizness Central



12:00 Key Account Management: Sales and Marketing Excellence

- Increase sales effectiveness by pursuing high potential accounts and opportunities
- Increase market share and revenue within existing accounts
- Increase profitability through development of the appropriate product & service offering for the customer
- Provide opportunities to contribute to the success of the customer
- Improve customer retention through stronger relationships and increased client satisfaction
- Facilitate the allocation of marketing and sales resources

Karen Hagler, Founder, MMP Canada



12:45 Luncheon for Speakers and Attendees

1:30 Inspiring Greatness in Your Team

Over 60% of business as a leader, how do you help the people in your organization set higher standards for themselves, take more initiative, and execute flawlessly? This session will focus on the core challenges that sales, marketing, and business professionals face daily, including:

- Taking personal responsibility for performance based issues
- Developing greater personal discipline
- Building a laser-sharp focus on goal achievement
- Creating a more adaptive and resilient sales culture

Nicole Jensen, Owner Sales Partners



2:15 New Winning Strategies for Pipeline Management

Salespeople work tirelessly to build bigger pipelines, but are they working against themselves? New research suggests that many sales pipelines are actually too big... Not too small. Bad deals get inside and bounce around, consuming sales reps' time, while only a trickle of revenue drips out of the pipe. Erratic forecasts, low close ratios, long sales cycles, and a host of other maladies ensue. Frustrating stuff for both the salespeople and sales management.

- The three characteristics of a perfect sales pipeline
- The single most important characteristic of a healthy pipeline
- How to re-shape pipelines for optimal throughput

Tibor Shanto, Principal Renbor Sales Solutions Inc.



3:00 Afternoon Refreshment Break and Networking

3:30 Ditch The Pitch

Successful sales calls require more than showing up and throwing up. This also applies to text messaging emails and contact via social media. Unfortunately, too many people fail to effectively manage the sales conversations they have with new prospects and existing customers. Discover how to improve your contact with new prospects and existing customers, reduce buyer resistance and move the sales process forward.

Kelley Robertson, President, The Robertson Training Group



4:15 Chair's closing comments of the conference

Who Should Attend?

- Chief Sales Officer
- Chief Marketing Officer
- SVP/ EVP of Sales or Marketing
- VP of Sales or Marketing
- VP Sales & Marketing
- National Sales Manager
- VP Sales Training
- Director of Sales
- Regional/Area Director of Sales
- VP Sales Operations
- Sales Manager
- Marketing Manager
- Director of Marketing
- Director Sales Operations
- Director / Manager Client Services
- Director / Manager Customer Service

Cancellation Policy:

Substitutions may be made at any time. If you are unable to attend, please make cancellations in writing and fax to (416) 423-2638 prior to 5:00 p.m. on April 20, 2011.

A credit voucher will be issued to you for the full amount, redeemable against any other Acuity Forums conference. If you prefer, you may request for a refund of fees paid less \$175 administration fee. Registrants who cancel after the above date will not be eligible to receive any credits or refunds and are liable for the entire registration fees.

Confirmed delegates who do not cancel before April 20, 2011, and fail to attend, will be liable for the entire registration fees. Acuity Forums reserves the right to change the date, location and content for the event(s) offered herein without further notice and assumes no liability for such changes.

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Conference Endorsed By:



CONFERENCE REGISTRATION

Pricing	Register & Pay By March 31	Register & Pay After March 31
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1 Delegate	\$845	\$945
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*2 Delegates	\$800 each	\$900 each
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*3 Delegates	\$750 each	\$850 each
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* Multiple delegate registrations do not necessarily have to come from within the same organization, but must register at the same time

Upon registering HST will automatically be added

Your registration includes: continental breakfasts, working lunches, refreshments and all conference materials

Register Now

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