

DATE: **December 2, 2011** 2:00 to 4:00 PM TIME:

Sales and sales support (i.e. customer service) are not the same as they were 15, 10, or even 5 years ago. Perpetual access to information through technology has changed the game forever - and entrepreneurs need to be ready to compete.

- 24 hour access to information via the internet (PC's, laptops, and now more effectively than ever through smartphones) has empowered the consumer to new levels. They know the pricing, they know your competition.
- How to embrace this new paradigm incorporate it into your personal selling strategy - and turn it into a positive for your business.

Discussion.

DATE: January 6, 2012 TIME: 2:00 to 4:00 PM

A more educated consumer base expects more than ever before – quick response time, interaction before and after "normal business hours," instant gratification. Learn how this group of successful regional entrepreneurs make it happen for their customers.

This will be an opportunity for our participants to weigh in with tips that work for them so that we may all learn from each other.

About our Speakers:

Jefrey Robert Woodall, DBA, is a highly-rated sales and marketing professional. Dr. Woodall has been

with Procter & Gamble for more than 20 years, holding sales and marketing roles before moving into organization and brand management. Since 2001, Dr. Woodall has been an adjunct faculty member at York College of Pennsylvania. As a lecturer in Information Systems and Marketing and as a part-time advisor for Business Administration and Marketing students, he is able to offer both theoretical knowledge and practical applications to his students.

Gerald R. Patnode, Jr., EdD is an innovative entrepreneur, senior executive and educator. He is president of G.R. Patnode Economic Research, LLC, a full service economic and marketing research firm. An educator for more than 35 years, Dr. Patnode is currently Business Administration department chair and professor of Management at the York College of Pennsylvania. Dr. Patnode has founded or co-founded several organizations in the profit and non-profit sectors. Among these are Unicom Corporation of Virginia, Media Communication, Inc., Applied Management Solutions, LLP, and the Institute for Enterprise Development. He is a published author and contributor to research journals. Additionally, Dr. Patnode has hosted television and radio programs and written for regional business publications.

Registration Information

This videoconference series will be take place at the following locations. When you register, please note the location you will attend:

Penn State York, 1031 Edgecomb Ave., York

Penn State Lehigh Valley, 2809 Saucon Valley Road, Center Valley

Penn State Berks, Tulpehocken Rd., Reading

Penn State Erie, 4701 College Dr., Erie

Penn State Altoona, 3000 Ivyside Park, Altoona

Penn State Harrisburg, 777 W. Harrisburg Pike, Middletown

TechCelerator at Carlisle, 453 Lincoln St., Carlisle

The cost for the series is \$250.00 per person. Please complete the attached registration and fax it to Jill Edwards at (717) 948-6481. For more information, contact Jill Edwards at Ben Franklin Venture Investment Forum, at (717) 948-6625 or jilledwards@psu.edu.

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