

CPD Business & Coaching Conferences 2013**SMART Way Forward CPD Business & Coaching Conference (Midlands/North)****Thursday 7th March 2013, Leicester Tigers RFC**

- 8.30am – 9.30am Registration and networking. Tea and coffee
- 9.30am – 10am Welcome by Nadeem Shaikh, SMART Way Forward
- 10am – 10.05am Welcome by Rachael Betts, Leicester Tigers RFC
- 10.05am – 10.10am A few words from our Gold Sponsors
- 10.10am – 11am Keynote Speaker: Olympian, Bryan Steel
- 11am – 11.15 am SMART time, refreshment break and networking
- 11.15am – 12.15pm Choice of SMART CPD Business & Coaching workshops:

Business Workshop:

**Building strong customer relationships –
telephone vs email vs face to face***Nadeem Shaikh, Managing Director, SMART Way Forward*

Sports Coaching Workshop:

How to develop mental toughness during training and competition*Alasdair Donaldson, UK Athletics Endurance Coach,
High Performance Athletics Centre, Loughborough University*

- 12.20m – 1.20pm Choice of SMART CPD Business & Coaching workshops:

Business Workshop:

**Managing and exceeding your customers' expectations by
recognising behaviours***Annie Page, Essentii*

Sports Coaching Workshop:

An insight into your eyesight (keeping your eyes on the ball)*Gavin Rebello, Sports-Vision & Dr Zoe Wimshurst, Performance Vision*

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- 1.20pm – 2pm SMART energising, lunch and networking in European Suite
- 2pm – 2.30pm Tour of Leicester Tigers' stadium for all delegates
Rachael Betts, Leicester Tigers RFC
- 2.30pm – 3.30pm Choice of SMART CPD Business & Coaching workshops:
- Business Workshop:
How to save money by managing overheads and operational costs effectively
Kim Harris, BCR Associates
- Sports Coaching Workshop:
Effective Communication skills for sports coaches
Nadeem Shaikh, Managing Director, SMART Way Forward
- 3.30pm – 3.45pm SMART time, refreshment break and networking
- 3.45pm – 4.45pm Choice of SMART CPD Business & Coaching workshops:
- Business Workshop:
How to use Social Media effectively for business
Ian Wakefield, Sport Nottinghamshire
- Sports Coaching Workshop:
Installing a winning mentality and delivering championship performances
Bryan Steel, Olympian, British Cycling
- 4.45pm – 5pm SMART summary and close by Nadeem Shaikh, SMART Way Forward

Please note, Business Workshops will take place in the European Suite and Sports Coaching Workshops in the Tiger Bar.