



# National Shoe Retailers Association's Education Conference

Sunday, August 11, 2019 • 1 p.m. to 5 p.m.

Las Vegas Convention Center • North Hall, Level 2, Room N261

Held the day before **FN PLATFORM**, this conference features highly regarded speakers who will address industry topics and timely issues that are on the independent retailer's mind.



**1:00 p.m. - 2:30 p.m.**

### Dave Mitchell

Author and Founder/President, the Leadership Difference, Inc.

Dave's entertaining topics cover leadership, customer service, selling skills, personal performance enhancement, and more.

[www.theleadershipdifference.com](http://www.theleadershipdifference.com)



**3:15 p.m. - 4:45 p.m.**

### Jason Young

Author and President, LeadSmart Inc.

Jason offers insights and practical information for corporate training and development services, specializing in leadership, customer service and team building. [www.culturetopia.com](http://www.culturetopia.com)

## The Power of Understanding People

*This session will provide the tools to understand each participant's own unique communication style and the preferences of their customers. In this energizing event participants will learn the different expectations of customers and how to recognize and adjust service delivery to meet these needs and how to inspire team members to peak performance. Participants will gain:*

- A shared experience and language that they can refer to throughout the rest of the conference and beyond
- A better understanding of their own and others' unique interactive style for the purposes of increased teamwork, enhanced sales and customer service skills and appreciation of the diverse expectations of customers.
- Insight into leadership techniques to inspire team members to higher performance.
- The foundation of information necessary to fine-tune relationships with customers, colleagues, family members and friends.

## 2:30 p.m. - 3:15 p.m. Networking Break

Spend time meeting or catching up with independent retailers, vendor representatives and industry experts.

## Culturetopia: The Ultimate High-Performance Workplace

*You'll hear from an expert when it comes to developing a workplace environment where people can do their best work and experience both high fulfillment and high productivity. Jason provides easy and practical understanding to the key determinants of a healthy company, department, or team that produce the desired outcomes in productivity, profitability, employee retention, and customer satisfaction.*

*What participants will learn:*

- Culturetopia Values - An in-depth look at the critical determinants that create high performing teams and organizations.
- Creating Corporate Values - How to develop your own unique value system for your organization that can owned and shared.
- The Culturetopia Process - The framework for organizational buy-in, development and implementation of culture change.
- Continuing Improvement - Learn how to keep the culture alive and vital by measuring, assessing and adapting.

## FN PLATFORM Networking Reception

Immediately following the last session, NSRA conference attendees are invited to meet with industry leaders at a reception hosted by FN PLATFORM. It's a great way to kick off your visit!



## KNOWLEDGE IS KEY!

*Expand your knowledge of the footwear industry's current topics by joining NSRA for this event!*

**Complimentary online registration is available at [www.nsra.org](http://www.nsra.org)**

**3 Business CEUs are available through ABC**