



## Small Business Back to Basic Workshop

Participant is supported and might be eligible to receive **nationally accredited qualification**.

Cost: \$200 for 5 workshop (\$40 each)

Includes **15** hours workshop, **3** hours one-on-one mentoring in your workplace, afternoon tea and networking opportunity. **10 places only, register now.**

Venue: **Caloundra Power Boat Club** Woorim Park, The Esplanade, Golden Beach

Date: 3 Hours one-on-one mentoring in August 2010.  
Workshop commences on Tuesday 17<sup>th</sup> August 2010 7 – 10 am

Bookings: Ph 1300 40 60 80 email [enquiries@smallbusinesssolutions.qld.gov.au](mailto:enquiries@smallbusinesssolutions.qld.gov.au)

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| Workshop 1 | Establish legal and risk management requirements of small business<br>Plan small business finances<br>Market the small business         |
| Workshop 2 | Undertake small business planning<br>Monitor and manage small business operations<br>Coordinate business resources                      |
| Workshop 3 | Manage small business finances<br>Report on financial activity<br>Prepare financial reports   |
| Workshop 4 | Coordinate implementation of customer services strategies<br>Address customer needs<br>Build client relationships and business networks |
| Workshop 5 | Establish networks<br>Promote products and services<br>Undertake marketing activities   |

Facilitator: **Shiralee Friel**



**Shiralee Friel has more than 28 years experience operating and managing small businesses. Shiralee brings integrity, honesty, passion and commitment to the businesses she works with and prides herself on her professionalism.**

**As a mentor, she encourages mentees to step outside their comfort zone, strive for higher goals and achieve increased levels of sales and customer service excellence. Throughout this process she is compassionate and empathises with business owners to create a supportive environment for the team to openly discuss their business issues. She pays attention to individual needs and works through their fears step-by-step, drawing on her solid experience in business coaching, sales and development.**

**Always positive, enthusiastic and ready to help, Shiralee consults with and coaches SME's across all industries. She also conducts seminars and workshops to deliver individual and business training with a passion for growth.**