MOHAWK COLLEGE OF APPLIED ARTS & TECHNOLOGY
SCHOOL OF CONTINUING EDUCATION

INDUSTRIAL DISTRIBUTION LEADERSHIP CERTIFICATE PROGRAM

FALL COURSE CALENDAR 2009

COURSES OFFERED IN CLASS

BUSN 10046 – Business Fundamentals of Industrial Distribution
Focus on the core concepts of business processes and quality management and explore the essentials and economics of the industrial distribution industry. Discuss the operations environment and the evolution of the supply chain.

Fennell Campus	**Saturday September 19 – November 28, 2009**	**9:30 am – 12:30 pm**	
Hamilton, Ontario	**10 week course**	**Course fee**	**$182.26**

BUSN 10054 – Negotiations in Industrial Distribution
Focus on the Negotiation Process, an essential component of successful customer service and satisfaction. Discuss the Principles of the Distribution Negotiations process, Negotiation Strategies and Tactics, Ethics in the Negotiating Process, and building relationships.

Fennell Campus	**Tuesday September 15 – November 17, 2009**	**6:00 pm – 9:00 pm**	
Hamilton, Ontario	**10 week course**	**Course fee**	**$182.26**

COURSES OFFERED ONLINE

BUSN 10046 – Business Fundamentals of Industrial Distribution
Focus on the core concepts of business processes and quality management and explore the essentials and economics of the industrial distribution industry. Discuss the operations environment and the evolution of the supply chain.

30 hour course begins on September 11, 2009	**Course fee**	**$221.48**

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MRKT10027 – Marketing, Sales & Customer Relationship Management for Industrial Distribution
Discuss the importance of Sales, Marketing and Customer Relationship Management, marketing strategies and promotions, and the outside and inside selling processes required for success in Industrial Distribution.

30 hour course begins on September 11, 2009	**Course fee**	**$221.48**

For more information on in class courses please contact Gert Dolson at 905-575-2358 or email gertrude.dolson@mohawkcollege.ca.
For more information on online courses please contact Shelley Kitchen at 905-575-2706 or email at shelley.kitchen@mohawkcollege.ca