

## PROFESSIONAL SERVICES AND RESOURCES FOR YOUR SMALL BUSINESS NEEDS IN MARIN AND SONOMA COUNTIES

- **Professional Business Advising**
  - One-on-one, no cost, confidential counseling
  - Opportunities to start-up, expand or improve your business
- **Seminars**
  - Training to enhance your business management skills and learn new tools to address business challenges
  - Over 100 online courses with comprehensive lessons, quizzes, and assignments delivered over six weeks, flexibility to study at your own pace
    - Offer professional development to your employees at a reasonable cost
    - Dedicated website branded for your company with a pre-selected catalogue
- **Customized On-Site Training for Your Employees**
  - **Customer Service Academy**
    - Explore key skills and attitudes necessary to deliver outstanding customer service: team building, conflict & stress management, values & ethics, decision making & problem solving, and more
  - **Generational Diversity**
    - Defines the differences between the four generations now working side by side in the workplace and how to effectively work with and lead cross-generational teams
  - **Thrive & Survive in the Workplace**
    - Address the skill gap in the areas of work ethic, showing up to work on time, performing assigned responsibilities, attitude, and appropriate workplace appearance
- **Sawyer Center**
  - Counseling, workshops and information for intellectual property
    - Trademarks                      •Patents                      •Product Development
    - Prototypes                      •Copyrights                      •Licensing
- **Rx for Business**
  - In-depth, operational review of your business by a professional Business Advisor
  - Written report and recommendations included
- **NxLevelL for Entrepreneurs**
  - Management training for new and existing businesses, 12 session intensive training program designed to encourage business expansion, focusing on teaching the art of better business practices.
- **Profit Mastery University**
  - Practical tools to help you gain control of your financial decisions
  - Learn how to use your financial statements to make decisions, price your products, understand cost behavior patterns and manage cash flow
- **Web Resources**
  - Visit our website at: [www.sbdcsantarosa.org](http://www.sbdcsantarosa.org) for
    - Business information
    - Links to other helpful sites
  - Follow us on Twitter: [www.twitter.com/sbdcsantarosa](http://www.twitter.com/sbdcsantarosa)

## Santa Rosa Main Office

606 Healdsburg Avenue Santa Rosa, CA 95401	Katie Seder 707.524.1770
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## Marin County Outreach Offices

Canal Alliance 91 Larkspur Street San Rafael, CA 94901	Omar Carrera 415.306.0423
Marin City Community Development Corporation 630 Drake Ave. Marin City, CA 94965	Andrew Abou Jaoude 415.339.2837
Marin Employment Connection 120 North Redwood Dr. E. San Rafael, CA 94903	Katie Seder 888.346.7232
Novato Chamber of Commerce 807 DeLong Ave. Novato, CA 94945	Bob Finer 415.897.1164
San Anselmo Chamber of Commerce @ Union Bank 830 College Avenue Kentfield, CA 94904	Connie Rodgers 415.454.2510
San Rafael Chamber of Commerce 817 Mission Ave. San Rafael, CA 94901	James Robertson 415.663.9232
W. Marin Chamber of Commerce 70 2 <sup>nd</sup> Street Point Reyes Station, CA 94956	Frank Borodic 415.663-9232

## Sonoma County Outreach Offices

Petaluma Chamber of Commerce 6 Petaluma Bl. N. #A2 Petaluma, CA 94952	Katie Seder 707.524.1770
Russian River Chamber of Commerce 16209 First Street Guerneville, CA 95446	Opal Pullaro 707.869.9000
Sonoma Valley Chamber of Commerce 651 A Broadway Sonoma, CA 95476	Laurie Decker 707.996.1033
Town of Windsor 9291 Old Redwood Hwy. Windsor, CA 95492-5308	Diane Johnson 707.838.5308