



FREE SPRING HOSPITALITY TRAINING

FEATURING BETSY ALLEN-MANNING

WHO SHOULD ATTEND: **Anyone working with customers and visitors.**

TIME & DATE: **TUESDAY, MAY 9, 2023**

8:00 a.m. – **Travel Rally Day Breakfast** hosted by Visit Rapid City (LaCroix Hall)

8:30-9:30 a.m. – **Spring Hospitality Training** hosted by Travel South Dakota, in partnership with the South Dakota Retailers Association (LaCroix Hall) (Registration not required.)

9:45 a.m. - **Visit Rapid City Presentation and Industry Awards** (LaCroix Hall)

11:30 a.m. - **Parks and Attractions Exchange** hosted by Black Hills & Badlands Tourism Association (LaCroix Hall)

2:00 p.m. - **Black Hills & Badlands Lit Swap** hosted by Black Hills & Badlands Tourism Association (Rushmore Hall)

LOCATION: **The Monument, Rapid City, SD**

People Savvy: Improve Communication, Build Better Relationships & Deal With Difficult People Effectively

Studies show that 85% of your success in life is due to your people skills, yet it's one of the most difficult skills to develop. In this highly interactive & hilarious presentation, Betsy takes you through an engaging experience of how different personalities prefer to communicate, connect, be influenced, make decisions and resolve conflict. As a human behavior expert, Betsy breaks down personality styles in a humorous and easy way so you can work better with others and get the results you want.

MEET THE SPEAKER



Featured on **FOX, CBS, ABC, NBC & TEDx**, Betsy Allen-Manning is a renowned leadership speaker & corporate culture expert for fast growing companies. As founder of Corporate Culture Training Solutions, Betsy's specialty is improving workplace culture & developing 'ready-now leaders' who **attract, engage, motivate & retain talent** in a hyper-competitive marketplace.