



# Leadership Training

## How are dealers preparing their employees?

Compiled by: Brent Hoskins, Office Technology Magazine

Following is a question submitted by a dealer member as part of BTA's Dealers Helping Dealers resource, and many of the answers received. These answers and many others can be found in the members-only section of the BTA website. Visit [www.bta.org/DealersHelpingDealers](http://www.bta.org/DealersHelpingDealers). You will need your BTA username and password.



### What leadership training do you put your future leaders through?

"We have them attend many industry events and participate in workshops. We use this as a reward system for future leaders."

*Tom Wykowski, service manager  
UTECH, Ann Arbor, Michigan*

"We use Vistage International and Wild SparQ Leadership training."

*Nick Lioce, president  
The Lioce Group, Huntsville, Alabama*

"We have had team members attend Small Giants Leadership Academy, which is a 12-month program. Likewise, Trebuchet Group takes our emerging leaders through a nine-month intensive leadership preparation course. We are active in the University of Michigan's Center for Positive Organizations, Tugboat Institute and EOS community, all of which provide leadership development opportunities to our team."

*Danny Bailey, sales operations analyst  
imageOne, Oak Park, Michigan*

"Service and administration crosstraining."

*Ray Foster, director of sales  
Laser Works dba Verity Group, Richardson, Texas*

"We have used Coco Training for management training."

*Peter Napolitano, sales manager  
United Business Systems, Buffalo, New York*

"We are currently working with John Hey for leadership training for all of our leadership [team members]."

*Bart Cornwall, vice president of service  
Valley Office Systems, Idaho Falls, Idaho*

"Over the past four to five years, we have enrolled one or two of our future leaders in a 13-week program called LEAD Indian Valley, a program developed and offered through our local chamber of commerce. The program teaches leadership development, understanding and relating to others, community involvement, and requires students to develop, carry out and present the results of a short-term process improvement project to the class."

*Ray Derstine, president  
Altek Business Systems Inc., Telford, Pennsylvania*

"Oz of Accountability [i.e., the book, 'The Oz Principle: Getting Results Through Individual and Organizational Accountability,' by Roger Connors, Tom Smith and Craig Hickman]."

*Ron Hulett, IT manager/project manager  
U.S. Business Systems Inc., Elkhart, Indiana*

"We are using Dale Dupree and The Sales Rebellion's programs and strategies. Plus, Dale is from our industry and he is helping me with my entire organization."

*Tim Stanley, founder/owner/problem solver  
TDSiT, Lowell, Arkansas*

"From a sales manager's perspective, we use the Learning Outsource Group. We also use TAG [Technology Assurance Group] and the breadth of topics it has will cover just about anything you are looking for."

*John Eckstrom, president  
Carolina Business Equipment, Columbia, South Carolina*

"Dale Carnegie."

*Nate Walz, president  
Walz Label & Mailing Systems, East Peoria, Illinois*

Do you have a question for your fellow dealers? If so, email it to [brent@bta.org](mailto:brent@bta.org) with the subject line: "Dealers Helping Dealers." BTA will then share your question with the full dealer membership with a request for guidance from your fellow dealers. ■

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