

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

- **Professional Business Counseling**
  - Centers in both counties for one-on-one, no cost, confidential counseling
  - Opportunities to start-up, expand or improve your business
- **Training**
  - Workshops 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
- **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 Start-ups and Entrepreneurs**
  - Management training for new and existing businesses
    - Start –ups: 12 session course designed for people who want to start a business and need the skills to test the feasibility of their business concept
    - Entrepreneurs: 12 session intensive training program designed to encourage business expansion, focusing on teaching the art of better business practices.
- **Customer Service Academy**
  - Explore key skills and attitudes necessary to deliver outstanding customer service
  - Learn concepts and techniques for dealing with internal and external customers, enhancing customer satisfaction and insuring positive communication
- **Profit Mastery**
  - 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

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