



The 2017 GLTSA - Great Lakes TeleServices Association Annual Meeting is coming to Cleveland, Ohio on October 22-24. Make your reservations at the Ritz-Carlton in Cleveland. Come prepared to face new business insights and training concepts from acclaimed speakers.

## SPEAKERS INCLUDE



**DIANE HELBIG** | SEIZE THIS DAY | Presents *Lemonade Stand Selling*

Helbig is a well known author for her book *Lemonade Stand Selling* and is president of Seize This Day. Bringing 20 years of small business management and sales experience to her coaching, Helbig believes that each business she works with is an individual. Helbig is a member of the Board of Directors for the Council of Smaller Enterprises in Cleveland, Ohio, and is a member of the Leadership Council for the National Small Business Association.



**CURT HUGHES** | THE ANSER GROUP | Presents *The Ideal Team Player:*

*How to Recognize and Cultivate the Three Essential Virtues* by Patrick Lencioni  
Hughes has spent the past 25 years helping leaders strive to become the best they can be. Hughes is at his best when others are succeeding around him. He has taught leadership principles and led teams in 27 states and 14 countries. He is a Certified Professional Co-active Coach (CPCC) who considers learning a life-long endeavor.



**BRYAN DUMFORD** | THE ANSER GROUP | Presents *The Ideal Team Player:*

*How to Recognize and Cultivate the Three Essential Virtues* by Patrick Lencioni  
Having spent nearly 20 years in the Financial Services industry, Dumford brings a wealth of experience operating in corporate environments. Dumford has a thorough understanding of the dynamics and interactions that comprise effective teams. Dumford has a passion for collaboration and is energized by helping leaders improve engagement by focusing in this area.



**GLEN WILLIAMSON** | THE ANSER GROUP | Presents *The Ideal Team Player:*

*How to Recognize and Cultivate the Three Essential Virtues* by Patrick Lencioni  
Williamson has extensive experience facilitating groups and presenting transformative information to gatherings of all sizes. He has aided organizations and executive leaders in maximizing their inherent strengths. Williamson has coached other leaders to find confidence in themselves and their teams in the midst of great challenges. He is committed to the health of leaders and work cultures that engage teams and produce results.

## MEETING REGISTRATION

Reserve your spot at the annual meeting!

**Online:** [Gltsa.org](http://Gltsa.org)

**Add to your Registration:** Come early on Sunday, October 22 to join us for pre-conference breweries tour and tasting starting at 3 PM.

## HOTEL RESERVATIONS



THE RITZ-CARLTON®  
CLEVELAND

**1515 W. Third St. Cleveland, OH 44113**

For Ritz-Carlton Reservations and Information:

**Online:** [Ritzcarlton.com/Cleveland](http://Ritzcarlton.com/Cleveland) using code **GLTGLTA** for deluxe rooms at \$189.00.

**Phone:** 1-800-241-3333 using reference name **"GLTSA Annual Meeting"** and date of arrival in Cleveland (October 22-24, 2017).