



Warehouse-based logistics companies believe that knowledgeable, trained employees are critical to their success.

IWLA provides a wide range of courses, conferences and learning venues tailored to increase the knowledge and professionalism of people in the industry. Peer instructors and subject matter experts provide the depth of knowledge that makes our programs second to none.

For most recent schedule of courses, go to [www.iwla.com](http://www.iwla.com)

**Now-August 18, 2009  
Warehouse Supervisors Lunch & Learn  
Audio Conferences**

Improve team efficiency. Build basic supervision skills in your staff at your own site(s), with a series of 1.25 hr audio conferences. Register unlimited attendees from up to 5 sites at your company for one price. Supervisors are often placed in their positions because of their technical expertise. This program builds people skills necessary for success, as well as time management, how to delegate work and build a team. Supervisors (warehouse, customer service, sales; & supervisor trainees) from locations in the US & Canada are participating. Time for Q&A, activities workbook, and audio playback for missed sessions are all included.

**February 5-6, 2009  
Costs, Rates, and RFP Responses Course,  
Orlando, FL**

Bid too high and you don't get the business. Bid too low and you'll wish you hadn't. Take the guess work out of RFP's at this Costs, Rates, and RFP Responses course. Learn the skills you need to determine the process for the appropriate rate for third-party warehouse logistics services that captures the actual costs associated with handling and administrative tasks. Case studies and exercises will allow you to master these skills. Ideal for employees responsible for determining rates and preparing RFP's including owners, executives and professionals in sales, marketing and accounting.

**February 10, 2009  
U.S. Standard Terms and Conditions  
Webcast**

Recent revisions to the U.S. Standard Terms and Conditions and a brief Warehouse Law 101 will be discussed during this webcast. The panel will also discuss a number of supplemental terms that can be incorporated

into a stand-alone contract or as an addendum to the Standard Terms and Conditions. During the session, participants may ask questions and/or they may submit questions in advance.

**March 8-10, 2009  
118<sup>th</sup> Annual Convention  
St. Petersburg, FL**

Embrace Change: Claim Higher Ground. The 118<sup>th</sup> Annual Convention will provide you the opportunity to do these things and more. Making it to the top of the mountain is your goal. What better way to get there than by attending the IWLA Annual Convention? If there is one event that you need to attend in 2009, this is it. It is hard work not only to claim higher ground, but also to ensure that your business stays at that peak level, especially in today's economy. Dramatically increase your chances of claiming higher ground by attending the 2009 IWLA Annual Convention in St. Petersburg, FL. Visit [www.iwla.com](http://www.iwla.com) for regular informational updates.

**May 6-7, 2009  
Technology Solutions for Warehousing  
Chicago, IL**

Learn about cutting-edge technology solutions available on the market and how you can implement them successfully to gain a competitive advantage. In addition, participants will have demonstrations of what's new, view exhibits, talk one-on-one with vendors and network with peers.

**June 24-25, 2009  
Warehouse Legal Practices Symposium  
Chicago, IL**

Catch up on changes and development in the UCC and warehouse law. Discuss hot topics with general counsels in the warehouse logistics industry. Hear a discussion of new developments in transportation law, regulatory compliance, and employment law. All sessions will provide specific

**2009 Quick  
References:**

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May 6-7  
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Solutions for  
Warehousing

June 24-25  
Warehouse Legal  
Practices  
Symposium

July 15  
Sales Detail  
Training – Half day  
session

July 15-16  
Marketing and  
Sales Conference

October 25-28  
The Essentials  
Course

Nov. 12-13  
Safety & Risk  
Conference

November  
Emerging Leaders  
Conference

examples for our industry, actions to reduce risk and protect your business, customers, and employees that you can implement immediately. Day one – warehouse law. Day two am – regulatory compliance. Day two pm – collective bargaining, employment and human resources issues.

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**July 15, 2009 – Half Day Session  
Sales Detail Training  
Chicago, IL**

This all new .5 day session will focus on building selling skills to improve revenues and profits for warehouse sales staff. Industry experienced instructor.

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**July 15-16, 2009  
Marketing and Sales Conference  
Chicago, IL**

Learn how to overcome emerging challenges and seize new opportunities from industry and academic experts at this annual conference. Spend 1.5 information-packed days gaining the cutting-edge marketing and sales tools, techniques and strategies you need to find new business and hold on to the customers you have. Build critical skills that will keep your warehouse full, active and profitable. All new every year.

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**October 25-28, 2009  
The Essentials Course  
Celebrating 34 years of Essential  
Training!**

This comprehensive course is the industry's premier "training camp." The Essentials Course covers the fundamentals and latest trends essential to your success in warehouse logistics management. 18 topics are taught, spanning the full spectrum of functional and operational areas. Hands on exercises, case studies and discussions will build your skills and enable you to strengthen the bottom line.

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**November 12-13, 2009  
Safety & Risk Conference  
Chicago, IL**

Risk control and safety are of vital concern to every warehouse-based logistics operation. Improve your effectiveness in controlling industry-specific risk through analysis of case studies, expert presentations and group discussion. Network with peers

who face similar challenges. Gain the knowledge you need to keep your company strong and nimble in an uncertain world. This conference is ideal for owners; safety, operations and human resources directors and managers; previous attendees (all new sessions!); IWLA Insurance Company members, and others with the responsibility to identify and manage company risks.

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**November 2009  
Emerging Leaders Conference**

Created by and for tomorrow's logistics leaders. This conference provides a forum to exchange ideas, best leadership and industry practices via presentations and interactive discussions from established leaders and peer groups within the logistics community. Substantial networking opportunities to grow relationships within the industry.

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**Periodic Web casts/Audio conferences**

Providing condensed (1.5hrs), accessible opportunities to update your company members with the latest hot topics/ key content from industry leaders. Past sessions have addressed UCC Legal Issues, Canadian Legal Issues, Food Security, Racking Safety, Use of IWLA Logistics Services Locator (LSL) and other topics. Check [www.iwla.com](http://www.iwla.com) for an updated list of session topics and dates.

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For more information on educational opportunities, go to [www.iwla.com](http://www.iwla.com) or contact Linda Wood, IWLA assistant VP of education, at 847-813-4699 or [lwood@iwla.com](mailto:lwood@iwla.com).

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**The Certified Logistics Professional (CLP) program is a unique program designed specially for the warehouse logistics professional. It is offered only by IWLA. The CLP sets the standard for logistics management excellence and is recognized by hundreds of companies. All programs provide CLP credit. Upon successful completion of all designation requirements, the designee will be recognized as a Certified Logistics Professional and may use the designation CLP after his/her name for all business purposes.**