

INCREDIBLE! 12 months of unlimited access to the best training on the planet ...
for less than some organizations charge for a single seminar.



Professional and Enterprise Editions
Frequently Asked
Questions

**For additional questions,
call 1-800-258-7246.**

Brought to you by SkillPath and National Seminars Training.

Frequently Asked Questions



Q. How do I enroll in seminars?

A. Enroll on-line at www.mySTAR12.com or call 1-800-258-7246. You'll receive an e-mail confirmation of your enrollment within 24 hours of your request.

Q. How far in advance of a seminar do I need to register?

A. We encourage you to enroll in seminars as soon as you know you're interested in attending. However, as a special benefit to you, your STAR12 pass guarantees that if you register at least one week prior to the seminar you want to attend, your admittance to the seminar is guaranteed.

Q. Will I have a pass code or number?

A. Your e-mail address will serve as your unique log-in code. Simply provide your e-mail address each time you register for an event.

Q. What if my e-mail address changes?

A. No problem. Just give us a call at 1-800-258-7246 and let us know so we can update your STAR12 profile.

Q. Which seminars can I attend?

A. Your STAR12 pass entitles you to attend all seminars produced by SkillPath and NST.

Q. How will I know which seminars are going to be in my area?

A. You'll have access to a private Web site—www.mySTAR12.com—where you'll find an exclusive listing of events coming to your area in the near future.

Q. Can I attend seminars outside my area?

A. Yes! You may attend any seminar we offer in the United States or Canada.

Q. Is there a limit to how many seminars I can attend?

A. You have unlimited access to our seminars for a full year. To make the most of your pass, we highly encourage you to make plans to attend seminars regularly.

Q. Is there any limit to which seminars I can attend because of their advertised price?

A. Unlimited free access applies to all one- and two-day seminars priced \$399 or less. Any events priced above \$400 are also available to STAR12 subscribers at a discounted price.

Q. What if I sign up for a seminar and can't attend?

A. No problem—just call us at least 48 hours in advance at 1-800-258-7246 and let us know that you won't be able to attend, and we'll cancel your reservation.

Q. Can someone else use my STAR12 pass?

A. No. Your pass entitles you to full seminar and Webinar access, but it cannot be shared with others. We require that customers present a photo ID at each event they attend. If you have colleagues or friends who could benefit from STAR12, we encourage you to advise them to contact us directly to obtain their own pass.

Q. When does my STAR12 pass begin and end?

A. Your pass is activated on the day that payment is received and runs for 12 full months.

Q. On the day of the seminar, is there anything special I need to do?

A. We recommend that you show up for the seminar 15 – 30 minutes before the start time. When checking in for the event on the day of the seminar, please be prepared to show your photo ID to the event registrar.

Q. Can I cancel my pass?

A. If you do join and decide your STAR12 pass is not fully meeting your needs, you may cancel and receive a full refund of your fee up to 90 days after your account is activated, provided you have not attended any training during that time. You cannot cancel after you've attended a seminar or live Webinar using your STAR12 privileges.

Q. Can I just show up to seminars without enrolling first?

A. No. Preregistration for seminars is required.

Q. Can I transfer an individual pass to another person?

A. Individual passes are unique to the individual and cannot be transferred to another person.

Q. How will I know when STAR12 Webinars are being held?

A. View all upcoming events on-line at www.mySTAR12.com. Also, for faster access to training, be sure to look in your e-learning resources on-line to access conference training archives immediately.

Q. How do I enroll in STAR12 Webinars?

A. Enroll on-line at www.mySTAR12.com or call 1-800-258-7246. NOTE: Many of our Webinars have been held previously, and an archive might be available for the topic you're interested in attending. So be sure to check your on-line e-learning collection for topics of interest first.

Q. What does "unlimited access" to STAR12 Webinars mean?

A. You're entitled to attend as many STAR12 Webinars as you'd like. For each event you register for, you will receive one connection to the event free of charge. If your organization needs more connections to a Webinar, those are available at standard on-line enrollment fees.

Q. Do I have to preregister for Webinars?

A. Yes. Preregistration is required so that we have time to make sure you receive related training materials for your program as well as your unique event log-on information. Please enroll in your Webinar at least 24 hours in advance of the event.

Q. If I've already attended a Webinar, can I just use my log-on code again for other events?

A. No. Each event and each registration receives unique log-on information tied to that registrant and that event ... log-on codes cannot be used again. So you'll want to make sure you register for every event you want to attend.

Q. What if I register for a Webinar and can't attend?

A. No problem—just let us know that you won't be able to attend and we'll cancel your registration for the event.

Q. Can others at my organization use my pass to attend Webinars?

A. Your enrollment entitles you to one single connection for each program that you enroll in. If you'd like to invite colleagues to participate along with you, there is no additional charge. If they would like to connect to the Webinar from a separate location, they must register separately and pay the full enrollment fee. Sharing your code with others is strictly prohibited.

Your STAR12 All-Access Training Pass Gives You Access to Hundreds of On-line Training Resources

Your STAR12 pass entitles you to much more than access to all the seminars and Webinars you want to attend—you will also have 24/7 access to a phenomenal collection of learning resources available exclusively through the STAR12 Web site.

Created by the experts in professional skill development, STAR12 on-line training resources include a vast array of training formats on the most important issues and challenges you face today.

Here are just a handful of the on-line training resources you'll have immediate access to:

Quick-tip Video Training

- Win Others Over to Your Way of Thinking
- How to Handle a Chronic Complainer
- How to Network Effectively
- Overcoming Presentation Stage Fright
- How to Instantly Build Rapport With People
- 15 Minutes to Calm—Without Leaving the Office

Practical Advice on Important Workplace Issues

- 10 Easy Steps for Making Business Writing Easier
- Taking the Pain Out of Conducting Employee Evaluations
- 7 Traits of a Successful Leader
- Surviving the Professional/Personal Life Balancing Act—It Can Be Done!
- Building a Productive Relationship With Your Boss
- 5 Tips for Handling Deadline Crises

60-minute Downloadable Video Training

- How to Coach an Effective Team
- Assertiveness Skills
- Present With Confidence
- How to De-junk Your Life
- Self-Esteem: The Power to Be Your Best
- Shortcuts to Creating and Maintaining Organized Files and Records

60-minute Downloadable Audio Training

- Inspire and Motivate Through Performance Reviews
- The Power of Innovative Thinking
- The Polished Professional
- Women and Leadership
- The Secret to Developing Peak Performers
- 8 Steps for Highly Effective Negotiation

Have more questions? We'll be happy to handle them personally. Call 1-800-258-7246 to speak to a STAR12 customer service specialist today.