

# ADVANCED COLLECTION TECHNIQUES

## WEBINAR

**Wednesday**

**February 24**

9:00am - 10:30am

Presented by:

Michael Dennis, CBF

*Charge per Connection*

*Members \$65.00*

*Non Members \$79.00*

**NACM Resources**

Fax registration to:

1.800.723.5720

Or email it to:

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**In today's economy, a credit manager's  
"collection tools" are vital!!**

This webinar is for any credit professional looking for NEW ways to address the age old problem...customers have received your goods and are holding on to your money. You will learn:

**NEW Ideas**  
**NEW Insights**  
**NEW Strategies**  
**NEW Options**  
**NEW Techniques**

Would you also like to learn how to become better negotiators, better listeners, problem solvers, and more effective and efficient debt collectors.

### Focus:

- How to address broken commitments more effectively.
- How to negotiate more favorable outcomes for you and your employer.
- Tips on addressing and resolving customer deductions more quickly and more easily.
- Ideas on accelerating cash inflows starting today.
- How to prioritize your collection efforts, and tips on what does and does not work in debt collection



*Michael Dennis has been a credit manager for more than 25 years. He has written two books on this subject. He has an MBA from Pepperdine University, holds the CBF designation from NACM, and has taught CAP and ACAP programs for NACM for more than 15 years.*