



**EDMONTON - APRIL 13, 2011**

# Effective Collection Techniques

9:00 AM To 4:00 PM  
Registration 8:30 AM  
Edmonton Petroleum Club  
11110 108 Street



**Can you afford *NOT* to attend this dynamic, content rich program designed to help you collect more money, quicker...and still keep your Customers?**

- ◆ Standards of the profession
- ◆ Write effective letters and e-mail
- ◆ Master the three phases of the professional collection call
- ◆ Learn how to handle *ANY* excuse for non or delayed payment
- ◆ Discover how to develop the right balance of assertiveness
- ◆ Develop the special voice to use on the telephone
- ◆ Find out how to avoid making the two biggest mistakes - even by seasoned collectors!
- ◆ A minimum of ten (10) techniques for the difficult customer
- ◆ Collections? I learned it all at the movies and playing golf!
- ◆ Negotiating....and more!

## About Your Seminar Leader:

For more information, call Lynn Brown, CCP at 780-982-4379 or via email at: [lynn@dgcreditmgt.ca](mailto:lynn@dgcreditmgt.ca)

Tim Paulsen is the author of *"Paid in Full"*. He has delivered hundreds of training programs across North America as well as to clients in China, India, Malaysia, Ghana, Ireland, Dubai, Thailand, Jamaica, Bahamas, Indonesia and Singapore. He is the founder and managing director of The International Centre for Professional Collections.

*"As a Gold Advanced Toastmaster, I can't help myself - I am very picky about speakers – always conducting my own evaluation. Mr. Paulsen was fantastic. He was relaxed, exhibited great timing and demonstrated a wonderful way to get a message across to us. It was Impressive!"*

*Thanks very much.*  
Carol Crouse, Credit Manager, Toronto

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Box 49044, Strathcona IND. RPO, Edmonton, AB T6E 6H4

Member Rate: \$225.00 & non-members rate \$275.00 (includes Lunch & GST)

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