

Effective Collection Techniques

9:00 AM To 4:00 PM
Registration 8:30 AM
Executive Plaza Hotel
405 North Rd., Coquitlam, B.C.



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 de-layed payment
- ◆ Discover how to develop the right balance of as-ertiveness
- ◆ Develop the special voice to use on the tele-
phone
- ◆ 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 Dave Lundrigan, CCP at 604-648-4544 or via email at: dlundrigan@westernforest.com

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, Baha-mas, 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

Complete and mail form & cheque payable to: Credit Institute of Canada - Vancouver Chapter

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

Name: _____ Member #: _____

e-mail: _____

Company: _____ Telephone: _____