

Free!

Win a one or two day seminar on

S.M.A.R.T.* Collections

- delivered on-site for your organization! Value \$2,500 to \$5,000



Winner can select one or two days (2 for price of none) include as many participants as they like.

Draw takes place at ICTF Global Trade Symposium in Coral Gables, Florida on November 7, 2011

- ◆ Standards of the profession
- ◆ Write effective letters and e-mail
- ◆ Master the three phases of the professional collection call
- ◆ Resolve and handle (quickly) ANY excuse for non or delayed payment
- ◆ Discover how to develop the right balance of being assertive without becoming too aggressive
- ◆ 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
- ◆ Negotiating...Special added section from our program on Platinum Negotiations
- ◆ Bonus! From keynote: "All I need to know about collections, I learned from the movies!"
- ◆ ***S.M.A.R.T. Collections: Save (fire & rescue), Macro & Micro, Adapt, Raise the Bar, Team**

About Your Seminar Leader::

Tim Paulsen is the author of *Paid in Full*, *Tipping the Scales* and *Platinum Negotiations*. He has delivered more than 700 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.

Register to win - just send email to:
tim@trpaulsen.com
Say...I wanna' be smart!

T. R. Paulsen & Associates brought light to our Collection & Recovery operation. Tim and the team has made collection job less daunting by providing the right collection tools and process. I have never seen anyone bring so much energy and excitement to Collection. Most importantly however is the debt philosophy that has been established that made the Management, Collection Team and other related departments more aligned and focused."

Halija Jaya Acting Deputy Managing Director
Perbadanan TAIB - Sultanate of Brunei

Rules

- 1.) One registration per organization.
- 2.) Offer for North America and Caribbean - delivery in 2011.
- 3.) Winner pays travel only

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