



# INTERNATIONAL CENTRE FOR PROFESSIONAL COLLECTIONS

## S.M.A.R.T.\* COLLECTIONS - A One-Day Seminar -

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\*Save, assets, customers, sanity

Manage the one person you can control

Adapt to YOUR business, customers

Raise the bar of the profession

Training never stops – never!



### Content Rich & Fun!

When: March 22, 2013

Time: 9:00 to 4:15

Where: 20 Toronto St.

(Yonge & King)



Register before March 14, 2013  
for only \$295.00!

(416) 691-2648

tim@trpaulsen.com

**Cost:** Registration is \$320 per person (fourth attends free)

Morning and afternoon refreshments included but not lunch.

### Who should attend?

Collectors, Team Leaders, Supervisors, Managers, Controllers, Sales Representatives and Support Staff.



### YOU'LL LEARN...

- Standards of the profession
- Write effective email, fax and letters!
- 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
- Negotiating... and more!

### ABOUT YOUR SEMINAR LEADER...

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, home of the PACE Program®.



*"Our members considered "SMART Collections" the best seminar that they've attended to date. It was very informative, interactive, and fun! Thanks very much!"*

*Adolfo Lupu, Regional Manager, NACM Connect*