



# INTERNATIONAL CENTRE FOR PROFESSIONAL COLLECTIONS

## S.M.A.R.T.\* COLLECTIONS

— A One-Day Seminar —

### TORONTO — DOWNTOWN

- S** Save, assets, customers, sanity
- M** Manage the one person you can control
- A** Adapt to YOUR business, customers
- R** Raise the bar of the profession
- T** Training never stops - never!



### November 23, 2012

9 a.m. to 4:15 p.m.

Ontario Bar Association, 20 Toronto St. (King & Yonge)

*"I have never sat in a room for an entire day and not watched the clock, this is a testament to your ability to entertain and teach all at once."*

Melissa Badger, Credit Manager, Ultrafab

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

**Fee:**

**\$325.00 plus tax**

**TO REGISTER:**

**CALL OR EMAIL**

**(416) 691-2648**

**tim@incprocollect.com**

*Register now!*

*Space is limited —*

*Don't be disappointed!*

### 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
- Collections? I learned it all at the movies and playing golf!
- 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®.



*"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