



S.M.A.R.T.* COLLECTIONS A 'special' 3 hour program

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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: October 27, 2014
Time: 9:00 to 12:00

Where: Nelson Chamber of Commerce,
225 Hall St, Nelson, B.C.

Register by email, or call

(416) 691-2648

tim@trpaulsen.com

Cost: Registration is \$119 per person (fourth attends free)

Morning refreshments

Who should attend?

Accounts Receivable and Support Staff, Small Business Owners, Accountants, Lawyers – If someone owes you or your firm money – this is where you should be!



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!

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®.



"Wonderful speaker! Made it fun & light hearted. A lot of information that you can apply tomorrow!"
.....Shannon Wawryk, Edmonton