



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

— A One-Day Seminar —

- 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!

March 23, 2017

9 a.m. to 4 p.m. Executive Plaza Hotel
405 North Rd, Coquitlam, B.C.



A dynamic, content-rich program designed to help you collect more money, quicker... and still keep your customers

Fee:
\$225 -members
\$260 non-
members

Includes tax and lunch

FOR MORE INFORMATION:

CONTACT

H. Strack 604-364-2100

Or 604-576-7611

strack@shaw.ca

You'll Learn...

- Write persuasive email 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
- Working with the sales team (who's side are they on?)
- Negotiating... and more!

Bonus – from Tim's latest book – the highlights of Lies & Negotiation Techniques

About Your Seminar Leader...

Tim Paulsen is the author of "Paid in Full" and "Sex, Lies and Negotiation Techniques." He has delivered seminars in 25 countries and is the founder and managing director of The International Centre for Professional Collections.



"This was the most fun I had taking a course – ever. It helped me gain the confidence I needed to be a professional collector. I work alone, so the help and the information was phenomenal for my self-esteem and confidence. I will attend any seminars or take any courses you have to offer in future.

Candy Hurst, Credit Recovery Administrator

Please register by completing the form at right and email or mail with a cheque, payable to The Credit Institute of Canada, Attention H. Strack 79-16995 64th Ave Cloverdale, BC V3S 0V9

MasterCard _____ Visa _____ Card # _____

Exp. _____ Signature _____

Company Name _____ Email: _____

Phone: _____ Fax: _____

Name: _____

Address: _____