

## A live, two-day *intensive* training

This program, with a selected focus of commercial or consumer discipline, will increase knowledge, confidence and performance.



**Seminar Leader: Tim Paulsen, author of “Paid in Full” and “The Reluctant Collector”, Coordinator Obed Awinzoo Mbo, ICPC West Africa**

### October 5 & 6, 2017

Fiesta Royale Hotel,  
Accra-Ghana

**Graduates earn designation as a C.F.C.P. (Certified Financial Collection Professional).**

**Free CIA (Collectability Index Assessment) – \$35 value**

**Includes: 5 ebooks, testing, assignments, CIA, Excuse Terminator and Certification: \$895 plus tax**

**Save \$50 if registered before September 15, \$100 off third or more from same firm.**

**To register or for more information:**

**+233 20 3625515**

**obedawinzoo@gmail.com**

#### Day One – 9:00 to 4:30

*“People expect more from someone who has a CFCP designation – and they should!”*

- The Rules and guidelines of best practises credit & collections
- Effective business writing with special emphasis on e-mail
- Learn and maintain the right balance of being assertive without being too aggressive
- Master the three phases of a professional collection call
- Develop the special collection voice
- The Reluctant Collector - working with the sales team

#### Day Two – 9:00 to 2:00

*“Designed to educate and build confidence to collect while caring for the customer to protect corporate interest.”*

- Tailoring your approach to specific types of customers
- Effective negotiations
- Handle the ‘difficult’ customer ...and more!
- Testing, assignments and certification.

**There are more than 250 graduates of the PACE Program from eight countries.**

**Please visit our site for more information about the program and leaders:**

[www.inccprocollect.com/westafrica](http://www.inccprocollect.com/westafrica)

**Is travel, time or budget an issue?**

**You may prefer on-line program - take as long as three months to earn CFCP designation.**

**Only \$500 plus tax – details at:**

[www.inccprocollect.com/distance-training](http://www.inccprocollect.com/distance-training)

#### **Is the PACE Program good? Don’t take our word for it:**

*The program has deepened my knowledge and understanding of financial collections and the importance of ensuring that we collect the money and keep the customer. My colleagues admit that our performance in the month of August is proof of the newly acquired skills and knowledge we have gained from the professionals in the industry. Thank you to the entire ICPC team!*

Ama Osae-Addae CFCP

Ghana

Graduated September 12, 2016