



## ACCOUNTS RECEIVABLE Certification Program

A LIVE, TWO-DAY INTENSIVE TRAINING PROGRAM!



October 9 & 10, 2017  
InterContinental Hotel - Nairobi

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

Investment includes 5 ebooks, assignments, testing, excuse terminator and certification:  
\$895 U.S. plus tax

Morning and afternoon refreshments plus lunch is included.

Save \$50 if registered before Sept 5, \$100 off third or more from same firm.

To register or for more information:  
Joseph Njuguna  
Maina  
email & number

### 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
- Key elements of Platinum Negotiations
- A minimum of ten (10) techniques for the difficult customer
- Working *with* our sales team...and much 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, Kenya, Dubai, Thailand, Jamaica, Bahamas, Indonesia, Singapore and South Africa. He is the founder and managing director of The International Centre for Professional Collections, home of the PACE Program®.



*"The program deepened my knowledge and understanding of collections. My colleagues admit our performance is proof of the newly acquired skills we have gained. Thank you to the entire ICPC team!"*  
Ama Osae-Addae, CFCP, Ghana