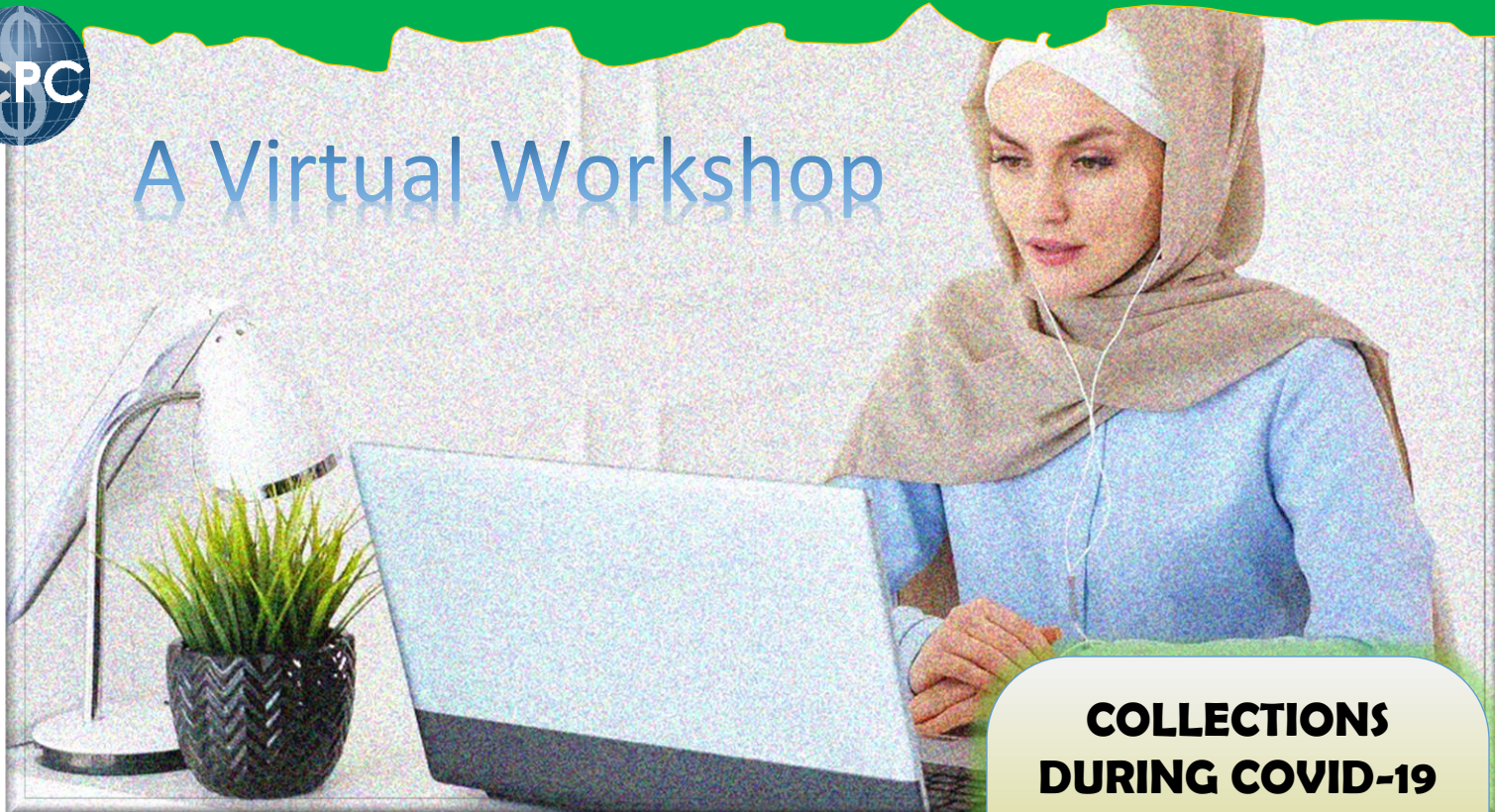


A Virtual Workshop



SUBJECTS:

- Collection Success during COVID-19
- Avoid 3 major telephone collection mistakes
- Overcoming excuses with the 'Excuse Terminator'
- When they say, 'I have no money'
- Empathy & Communications
- E-mail results in five easy steps
- Listening & Creativity
- Two phrases to avoid like the plague (you should excuse the expression).
...and much more.



Tim Paulsen



Hanif Patel

INSTRUCTOR: **TIM PAULSEN**

The author of 'Paid in Full', CEO and Founder of the International Centre for Professional Collections. He has delivered programs in 25 countries.

CONSULTING FACILITATOR: **HANIF PATEL, CFCP**

Mr. Patel is a Retail Banking and Risk Management Professional who offers advisory, consultancy and training services globally.

[MORE INFORMATION](#)

COLLECTIONS DURING COVID-19

They have never needed us more!

\$55.00 U.S.

A great price for one person, even better when two or more access.

August 19, 2020

2 – 3:30 p.m.

UAE Standard

Bonus: Each registration receives the e-book, "PANIC INSTRUCTIONS", and 'The Excuse Terminator' PDF WORD DOCUMENT in English and Arabic – a \$45 value!

[REGISTER NOW](#)

I have operated in this field for more than 12 years thru many accreditation courses, workshops and sessions...I found it rare to see someone within your calibre in terms of professionalism and dedication.

... Jean Chidiac, Manager of Collections, Bank Audi