

REGISTRATION INFORMATION

PRICING: \$199 members, \$398 non-members
(Two coupons per person are valid).

- INCLUDES:**
- Access to Full Days of Educational Sessions
 - Annual Meeting Luncheon
 - Online Meeting Materials
 - Online Registrant Directory
 - Networking Event (Open Bar & Hors d'oeuvres)

LOCATION: Meridian Banquets and Conference Center
1701 Algonquin Road
Rolling Meadows, IL 60008

**ALL REGISTRATIONS ARE TAKEN ONLINE AT
WWW.NACMCONNECT.ORG**

While registering online, you will have the opportunity to choose your payment method. We are happy to take a credit card online or invoice you. You will also have the opportunity to apply coupons as allowed.

Cancellation Policy: Cancellations must be received in writing, via fax, email or mail no later than two weeks prior to the meeting date to qualify for a full refund. Cancellations received later than two weeks prior to the meeting date DO NOT qualify for a refund of registration fees. Substitutions are allowed. Sorry, phone cancellations cannot be honored. If you have any questions, please email info@nacmconnect.org.

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2019 NACM CONNECT ANNUAL MEETINGS

The Premier Spring Event for Credit Professionals

WWW.NACMCONNECT.ORG

ILLINOIS

April 18

Meridian Banquets and
Conference Center
Rolling Meadows, IL

NACM CONNECT
National Association of Credit Management



MEETING AGENDA AND EDUCATIONAL SESSIONS

Register online at www.nacmconnect.org

9:00 A.M. **REGISTRATION**

9:30 – 10:30 A.M. **THE CHALLENGE OF COLLECTIONS EFFORTS**

Panelists: Martine Dyer, CBF, CCRA, Credit Manager, PT Holdings; Devon Glenn, CBA, Credit Manager, Ferguson Enterprises; Brendon Misik, CCE, CICP, Credit Supervisor, Nutrien

Many outside factors can have adverse effects on your best collection efforts. In the last year we've seen natural disasters such as hurricanes, fires and the polar vortex; an everchanging landscape of tariffs; and, of course, the government shut down. These situations and more can make it easy for customers to come up with excuses for not paying their invoices on time. In this panel-led open discussion, what can you do to push back?

10:30 A.M. **BREAK**

10:45 – 11:45 A.M. **THE LANDSCAPE OF TECHNOLOGY**

Speaker: Staci Cima, CCE, Corporate Credit Manager, Huttig Building Products

Is your company stuck in the stone age? Do you have unfinished projects because the daily tasks just take too long? Are your customers frustrated because of your lack of options? If you answered yes to one of these questions you probably haven't been keeping up with the changing landscape of technology available to credit. Hear stories on how automation helped in increasing the effectiveness of collections. Come prepared with your questions or concerns. We are anxious to help you throw out that stone and chisel and help you prosper in the automation world.

11:45 A.M. **ANNUAL MEETING LUNCHEON**

1:00 – 2:00 P.M. **NEGOTIATION TECHNIQUES**

Speaker: Brad Robinson, Senior Vice President, Caine & Weiner

Negotiations it is a part of your day in both work and in life. But negotiations with customers if not handled correctly could cost you and your organization more than just a few cents on the dollar. The Negotiations session is led by a trained collection industry professional and is designed to educate the credit professionals in tactical preparation for negotiations. This session combines negotiation techniques and tips with behavioral responses to assist any credit professional to maximize most any negotiation.

2:00 P.M. **BREAK**

2:15 P.M. **KEYNOTE: THE DARK CLOUD BEHIND THE SILVER LINING – FIVE THINGS TO WORRY ABOUT IN 2019**

Keynote Speaker: Chris Kuehl, PhD, Managing Director, Armada Corporate Intelligence

All things must come to an end - is it time for a retreat from the good times in 2018? There are few signs of an imminent collapse but plenty of reason to be a little less enthusiastic about this year. The big five reasons for some angst will include 1) rate of inflation and the Fed's reaction, 2) trade wars and tariff wars, 3) chronic labor shortage in multiple industries, 4) decline of the global economy and its implications for the US and 5) erosion of confidence among business people, investors and consumers.

3:15 – 5:30 P.M. **BUSINESS MEETING AND NETWORKING EVENT (HORS D'OEUVRES AND OPEN BAR)**

SETTING AND USING SMART GOALS FOR YOU AND YOUR TEAM

Speakers: Leslie Harrison, SPHR, CGA, Vice President, Midwest Business Staffing; Curt Rothlisberger, CCE, CICE, Corporate Credit Manager, Ardagh Metal Beverage USA Inc.

Everything you always wanted to know about SMART goals. In this seminar we will discuss both tried and true goals and brainstorm on new goals to keep your staff engaged, accountable and at the top of their game.

THE COST OF SALES

Speaker: John Jaeger, CCE, NACM Connect Faculty

This session will explore the impact of changing the terms of sale. We will discuss the benefits or costs of any change to the company's terms of sale and the impact of the change to the customer. We will review some of the financial and legal implications, in addition to opportunity costs associated with allowing the customer's choices.

TALE FROM THE TRENCHES

Speakers: Tom Fawkes, Esq. and Brian Jackiw, Esq., Goldstein & McClintock

In their careers as bankruptcy and creditors' rights attorneys, Tom Fawkes and Brian Jackiw have seen it all, from the inspiring to the absurd to the fraudulent to the borderline criminal. Tom and Brian will share some of their more interesting "war stories," using those stories to convey valuable lessons on best practices for credit professionals encountering challenging situations involving their less creditworthy customers. Participants will be invited to share their favorite stories as well!

CEU points and CCE recertification points are available for all educational sessions.