

# THE COMPLETE CREDIT PROFESSIONAL

A dynamic full day seminar for the entire credit management team

Featuring: **Barry J. Elms** America's Business Coach

"I will always be grateful for my career in credit management, the 13 years I spent working as a Credit Professional were the foundation for my success as an entrepreneur and business coach. The skills I learned and developed in my credit career were essential to building a successful business." – Barry J. Elms

Barry has given over 2000 presentations worldwide and is considered by many to be America's business coach in negotiations and credit management skills.



## Part I – Morning Session

- 3 keys to a confident credit management personality
- Building a successful partnership with your sales team
- Understanding bankruptcy procedures and spotting the signs of a troubled company

## Part II – Afternoon Session

- 6 persuasive skills for effective collections
- 5 keys to gaining agreement all credit professionals need
- 7 keys to negotiating like a pro

This exciting interactive seminar will give you all the tools you need to achieve all your goals and maximize your career. Including how to:

- Build confidence and self-belief
- Develop successful relationships
- Effectively analyze corporate performance
- Develop strong communication and persuasive skills
- Understand how to gain agreement in all credit interactions
- Learn how to negotiate like a pro

OMNOVA Solutions, Inc.  
Summit Meeting Room

25435 Harvard Road | Beachwood, OH 44122

**Wednesday**  
**March 13**

**8:30 a.m. – 4 p.m.**  
(Continental breakfast and lunch included)

Registration Deadline: February 27

**\$189 – Members**

(Two coupons per person)  
(\$175 if 3 or more from the same company)

**\$378 – Non-members**

Attendance at this seminar is worth .6 Continuing Education Units/CCE Recertification points.

**All registrations for NACM Connect educational events are taken online at [www.nacmconnect.org](http://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.

**All payments must be received one week prior to seminar date.**

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



**Questions? Contact Kelly Hall at [kelly.hall@nacmconnect.org](mailto:kelly.hall@nacmconnect.org) or call 317.225.4281.**