

Advanced Collections and Negotiation Skills

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

**A dynamic
full-day seminar
for Credit Professionals**



Tuesday, March 12, 2019

Part I – Morning Session

- The 5 keys to gaining agreement in all collection negotiations
- Dealing with “power players”
- How to negotiate with assertive customers
- 6 strategies that ensure successful collections negotiations

Part II – Afternoon Session

- Personal profile. Attendees will discover how to maximize their natural negotiating style
- The keys to finding creative solutions to complex collection issues, including: The 6 variable trading options that ensure equal value solutions
- The 7 keys to negotiating like a pro

This is an interactive seminar that includes extensive case studies.

STAR LEASING | 4080 Business Park Drive | Columbus, OH 43204

**Tuesday
March 12**

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

Registration Deadline: February 28, 2019

\$189 – Members

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

\$378 – Nonmembers

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

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.



Questions? Contact Kelly Hall at kelly.hall@nacmconnect.org or call 317.225.4281.