

DEALING WITH DIFFICULT PEOPLE



WEBINAR

MONDAY

April 12, 2010

9:00 – 10:00 AM CST

Presented by:

Michael Dennis CBF

Attendance Fee

\$65 Per Connection

**Continuing Professional
Education Units**

1 CPE Unit

American Society

ASCCP

Credit & Collection Professionals

www.creditcollection.org

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Attendees will participate in discussion & Q&A session. At the low cost of one registration (one fee per each phone/internet connection), as many people as you wish in your office can view the Webinar. Easy-to-follow instructions will be sent with your meeting confirmation.



For more information & to register, contact:

**WISCONSIN CREDIT
ASSOCIATION**

The Business Credit Management
Association

PO Box 150157

New Berlin WI 53151

Phone: 262.827.2880

Fax: 262.827.2899

Web: www.wcacredit.org

This program will cover:

- Dealing with *DIFFICULT* Salespeople
- Handling *DIFFICULT* Customers
- Working with *DIFFICULT* Managers
- Managing *DIFFICULT* Subordinates
- Improving *WORKING* Relationships with *DIFFICULT* Coworkers!

To some extent, your success as a credit and collection professional depends on your ability to deal with these difficulties. This program will give you the tools to build bridges and mend fences starting immediately!

MEET YOUR PRESENTER



MICHAEL DENNIS has more than 20 years of credit management experience. He has been an instructor for CMA Business Credit Services for the last thirteen years. He is an accomplished public speaker and the author or co-author of five books on credit management. He is well known in the credit profession, and has been a featured and keynote speaker at numerous regional and local conferences.

WEBINAR REGISTRATION

DEALING WITH DIFFICULT PEOPLE

9:00 – 10:00 AM CST * Monday April 12, 2010

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NOTE: Registrations are due no later than 5 working days before the Webinar. Sorry, there is no credit or refund if you are unable to attend the program. WCA will provide you with all access information and easy-to-follow instructions for joining the Webinar on time. Please send your registration information to the WCA offices at the address listed on this announcement. Please call 262.827.2880 with any questions.