



100 Ways to IMPROVE the PERFORMANCE of THE CREDIT DEPARTMENT

A WEBINAR



WEBINAR

Great value for all your training needs!

WEDNESDAY

August 8, 2012 | 9:00 – 10:00 AM Central

Presented by

Michael Dennis

Attendance Fee

\$65 per phone connection

WEBINAR REGISTRATION: C.D. Improvement
9:00 – 10:00 AM Wednesday August 8, 2012 CT

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METHOD OF PAYMENT:

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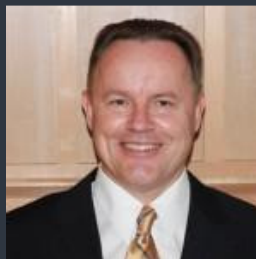
The Business Credit Management Association | Wisconsin Credit Association
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Or by Fax to 262.827.2899

www.wcacredit.org

NOTE: A credit or refund will only be given for cancellations received 5 days prior to the session. Please send your reservation to the Association office listed above or call 262.827.2880 to register or with questions.

Please join BCMA/WCA and Michael Dennis for this valuable webinar! We will cover:

- 10 ways to improve interactions with the sales department
- 10 tips to accelerate your debt collection efforts
- 10 ideas on managing customer deductions more effectively
- 10 tools for evaluating customer financial statements more quickly
- 10 suggestions for reducing bad debt losses
- 10 recommendations about what to communicate to your manager and when
- 10 ways to get other departments to be more responsive to your requests for information and assistance
- 10 tips for handling angry, irate, belligerent or confrontational customers more effectively
- 10 suggestions for increasing the visibility and respect the credit department receives within the company.
- 10 techniques to mentor and motivate your subordinates



MICHAEL DENNIS has over 20 years of credit management experience. He has been an instructor for CMA Business Credit Services for the last 15 years. He is an accomplished 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 national, regional and local conferences. Michael looks forward to delivering another valuable program to you!

For the low cost of \$65 per phone line, as many people in your office as you wish can attend the Webinar. CONFIRMATION will be sent to all registered attendees with easy-to-follow instructions to access the program on your PC and phone! If others in your office are joining the call on the same phone line for no additional cost and wish to receive CPE Credit for attending, please contact the Association at 262.827.2880. Let us know if you do not receive an email confirmation in advance of the Webinar!

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