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How to Become a More Successful Collector

Upcoming Webinar

Presenter: Michael Dennis

November 16, 2023
9:00 – 10:00 AM CDT

Attendance Fee:

- \$65 for BCMA/WCA Members
- \$79 for Non-Members

Each connection will be charged a fee to join the program. Unlimited attendees connecting from a single connection will be charged just one fee. Discounts given for 5 plus connections joining the Webinar. Call BCMA/WCA for details.

Register Online:

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Contact BCMA/WCA if you do not receive a confirmation that includes access instructions and the handouts 2 days prior to the Webinar.



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Being a collector is stressful and challenging. If you're a collector who is looking for ideas about how to become more effective and more efficient and less stressed, this presentation is for you.

In this interactive program, Michael will discuss:

- Nine best practices in B2B debt collection
- The ten commandments of B2B collections
- Ten ways to become more effective starting immediately
- Tools and tips for addressing and resolving common excuses often used by customers to delay payment.

Meet your Speaker: *Michael Dennis* is a consultant with more than twenty years' experience as a credit manager working for companies including McKesson, Black and Decker, Jorgensen Steel Company and American Hospital Supply. He authored or co-authored seven books including: "Credit and Collection Handbook", "Credit and Collection Forms and Procedures Manual", and "The Credit and Collection Manager's Concise Desk Reference." Michael has an MBA from Pepperdine University. He holds the CBF, CCP, and CPC. Certifications. Michael has been honored as Credit Executive of the Year by both CMA California and by BCMA

WEBINAR REGISTRATION

How to Become a More Successful Collector starting Today
November 15, 2023 | 9:00 – 10:00 AM CDT

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Questions? Email nicolet@wcacredit.org OR admin@wcacredit.org

A refund will only be given for cancellations received 5 business days prior to the session.