

ONLINE WEBINAR

Conflict Resolution

REGISTER



JOIN OUR NEXT WEBINAR

In this interactive Conflict Resolution program, Michael will discuss or examine:

- 8 way best practices in B2B debt collection
- 8 ways to de-escalate any conflict with anyone
- 20 ways to resolve problems quickly and efficiently with your customers
- 20 ways to resolve conflicts with sales people
- 8 ways to de-escalate conflicts with your boss or senior management
- 8 ways to resolve conflicts with your co-workers



Presenter: Michael Dennis

**WEDNESDAY,
MARCH 6, 2024**

9:00 AM - 10:00 AM CT

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

Each connection will be charged to join the program. Unlimited attendees connecting from a single connection will be charged just one fee.

You will receive webinar access instructions and handouts the week prior to the Webinar.



(888) 546-2880

Email: nicolet@wcacredit.org
Website: www.wcacredit.org

**Continuing Professional
Education**
1 CPE Unit & .1 CEU Unit
www.creditsociety.org

American Society
ASCCP
Credit & Collection Professionals