

# **ON-DEMAND WEBINAR COURSES** may be taken individually, or sign up for multiple for a discounted rate

Each education webinar is approximately 30 minutes in length, unless otherwise stated, and can be taken at your own pace.

**Please mark which on-demand webinar(s) you are registering for with an X**

## **Credit Department Management**

- ☐ 101 Things that Every B2B Credit Pro Should Know and Do (1 hour)
- ☐ Credit Department Policies and Procedures
- ☐ Time Management Tips for Credit Pros

## **B2B Debt Collection Best Practices**

- ☐ Best Practices in B2B Debt Collection Part 1
- ☐ Best Practices in B2B Debt Collection Part 2
- ☐ Best Practices in B2B Debt Collection Part 3
- ☐ Best Practices in B2B Debt Collection Part 4
- ☐ Myths and Facts about B2B Collection

## **Financial Statement Analysis**

- ☐ Basics of Customer Financial Statement Analysis
- ☐ An Introduction to Financial Statement Analysis
- ☐ Session 1: Credit Decision-Making
- ☐ Session 2: Introduction to Liquidity and Profitability Ratios
- ☐ Session 3: Leverage Ratios and Efficiency Ratios
- ☐ Session 4: The Balance Sheet and Income Statement
- ☐ Session 5: The Statement of Cash Flows and Financial Analysis
- ☐ Session 6: Applying Ratio Analysis to Credit Decision Making
- ☐ Session 7: Red Flags, and How to Make the Right Credit Decisions
- ☐ Session 8: Real World Examples of Financial Analysis
- ☐ Financial Statement Analysis – Summary

## **Credit Risk Management**

- ☐ Credit Insurance – What Credit Pros Need to Know (1 hour)
- ☐ Export Credit Risk Management and Risk Mitigation
- ☐ How to Limit Bad Debt Losses
- ☐ How to Limit Your Risk of Becoming a Victim of Credit Fraud

## **Negotiation and Conflict Resolution**

- ☐ How to Negotiate with Customers
- ☐ Conflict Resolution

## **Legal Aspects for B2B Creditors**

- ☐ Antitrust Laws and their Impact on the Credit Department
- ☐ Laws and Rights that Benefit B2B Creditors

### **FEES:**

- ☐ \$50 per course individually
- ☐ \$95 for any two programs
- ☐ \$135 for any three programs
- ☐ \$170 for any four programs
- ☐ \$370 for any eleven programs

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(Please contact WCA at 888.546.2880 with credit card information)

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### **RETURN TO:**

The Business Credit Management Association-Wisconsin  
15755 W Rogers Drive #100 | New Berlin WI 53151

Questions? Email [nicolet@wcacredit.org](mailto:nicolet@wcacredit.org)

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### **Continuing Professional Education**

.5 CPE Unit per webinar  
.1 CEU Unit per two webinars

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