

ONLINE WEBINAR



Conflict Management for Credit Professionals

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Conflict is always a possibility when dealing with customers in credit management. How you manage that conflict will determine whether you have a satisfied paying customer or a delinquent and belligerent debtor.

During this revealing and informative webinar, Barry Elms will share with you:

- How to differentiate between relationship and transactional conflict
- How to use the 5 elements to conflict resolution
- Understanding the 4 steps to effective conflict management
- How to deal with controlling power players and avoid escalating the conflict
- The 6 keys to finding mutual value solutions to conflict issues



Presenter: Barry J Elms

President of Strategic Negotiations International



**WEDNESDAY,
SEPTEMBER 25, 2024**
9:00 AM - 10:15 AM CT

- \$79 for BCMA/WCA Members
- \$99 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.



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