

ONLINE WEBINAR

SIX STEPS TO IMPROVE CASH FLOW

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Phone Power Collections - The 6 Step Process

Many people believe personal contact via phone is the most effective way to improve collections. True or false? True!!!!

When contacting a customer in person or by phone, speaking to them, gives the customer a sense of sincerity and commitment to solving their problem as to why they are not paying. This assumes your customer is not using you as a bank, on the verge of bankruptcy/ bankrupt but just not happy with your company's goods or services.

Phone Power Collections, The Six Step Process shows the collector the holistic approach to collection throughout the organization (all departments) working together to improve cash flow and reduce over dues. The holistic approach to collections allows the collector to become intimately familiar with the products or services sold.



Presenter: Bart Frankel



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**WEDNESDAY,
NOVEMBER 19 2025**

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.

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