

ZEN Collection Techniques®

An Advanced Program for the seasoned professional



T. R. Paulsen & Associates
www.trpaulsen.com

"Any seminar presentation by Tim Paulsen is a "must attend". Whether you have been in the business a short or long time, Mr. Paulsen will entertain, enlighten and educate you no matter what the subject."

...M. D. Birtwistle, Credit & Collections Co-ordinator,
Modern Power Products

Check web site for cities and Venue location

This program is led by **Tim Paulsen**, author of *Paid in Full*, and *Collect Those Debts*. He is the founder and Managing Director of The International Center for Professional Collections (ICPC). . An International Specialist in collections, he has delivered highly-rated programs across North America, as well as in Bahamas, China, India, Ghana, Thailand, Singapore and other countries.



Important note: This advanced program requires completion of a background questionnaire and on-line testing to receive a certificate of completion.

Location: Toronto - Ontario Bar Association Conference Centre, 20 Toronto St.
(Other locations to be announced.)

Course Outline:

- Return to and review of 'best' practices
- Define and improve on the role of the "professional" collector
- Reduce and control stress – manage time
- The two words that hamper and hinder your success
- Recognize power of influence in collections
- How to develop powerful questions
- Effectively handle the difficult customer
- Tailor the process to *your* customers
- The other side of communications – how to improve listening skills
- Self and team development
- Special negotiating techniques for collections
- **...bonus** – special topics from "*Everything I need to know about collections...I learned at the movies!*"



Cost: \$295.00
(plus g.s.t.)

Payment may be made by cheque, major credit card or we can invoice your firm.

Call us: (416) 691-2648 or e-mail: tim@trpaulsen.com

DON'T BE DISAPPOINTED.
REGISTRATION IS LIMITED – WE SUGGEST YOU RESERVE EARLY.