

# Effective Collection Techniques



*"Thanks for the powerful tune-up for my collection career. Your specific tips and tactics translated into bottom-line results for my year-end goals. I enjoyed your seminar to the very last minute!!!"*

Raysa Chavez  
DET NORSE VERITAS

This program is led by **Tim Paulsen**, author of *Paid in Full*, and *Collect Those Debts*. He has delivered his popular programs all across North America as well as in Africa, Bahamas, China, Malaysia, India, Indonesia, Kuwait, Jamaica, Thailand and Singapore.

**Time:** 9 a.m. to 4:00 p.m.

**Note:** To ensure value, the number of registrations is limited. We suggest an early reservation will avoid disappointment.

**Location:** Toronto – The Ontario Bar Association Conference Centre, 20 Toronto St.  
Montreal – Club St.-Denis, 257 Sherbrooke St. E, Montreal  
(other locations to be announced)

## In this dynamic course, you will learn how to:

- Learn and take full advantage of the Standards of professional collections
- Write letters, faxes and e-mails that get results
- Master the important the three phases of a successful collection call
- Handle excuses – the usual and those never heard before



- Put new techniques into practice
- Develop a Special 'compelling' collection voice
- Deal with the irate customer
- Know and successfully use the twelve negotiation techniques for collections
- Write masterful collection letters
- ...and more...much more!

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

Payment may be made by cheque or major credit card. You may register by calling us, sending an e-mail or going direct to our site at: [www.trpaulsen.com/upcoming.html](http://www.trpaulsen.com/upcoming.html)



Telephone: (416) 691-2648 e-mail: [tim@trpaulsen.com](mailto:tim@trpaulsen.com)

[www.trpaulsen.com](http://www.trpaulsen.com)