



THE LOST ART OF COMMUNICATIONS

TODAY'S COMPETITIVE ENVIRONMENT REQUIRES CREDIT & COLLECTION PROFESSIONALS TO BE ABLE TO COMMUNICATE IN VARIOUS, SOMETIMES ABSTRACT SITUATIONS—ALL AT ONCE! JOIN THIS WEBINAR & LEARN HOW TO IMPROVE YOUR "COMMUNICATION SKILLS"!



A WEBINAR Wednesday OCTOBER 9, 2013

TIME: 9:00-10:00 AM Central Time

ATTENDANCE FEE: \$65 per phone line

At the low cost of one registration (one fee per each phone/Internet connection), as many people as you wish in your office can attend the Webinar.

CONFIRMATION:

Will be sent to all registered attendees with easy-to-follow instructions to access the program on your PC and phone! Contact the Assn if you do not receive an email confirmation in advance of the Webinar.

For more Information and to register, contact:

THE BUSINESS CREDIT MANAGEMENT ASSOCIATION
Wisconsin Credit Association
PO Box 510157
New Berlin WI 53151
Phone: 262.827.2880
Fax: 262.827.2899
<http://www.wcacredit.org>

***THIS SESSION** will emphasize effective communications including common "roadblocks", the negotiation process, negotiation skill building, and telephone techniques (including basic telephone "etiquette"). Additionally, the related topic of management "skills and styles" will be explored.*

***THIS SESSION** will also cover the importance of the "human" side of communications including "empathy", "ego", and "needs".*

OBJECTIVES

- Explore communications in order to **GET RESULTS**
- Discuss **ROADBLOCKS** in communications
- Review the negotiation process
- Practice negotiation skill building
- Review telephone techniques & etiquette
- Explore management skills and styles
- Analyze the human side of communications



DAVID OSBURN, is an Adjunct Professor for Regis University and has taught college for 25+ years; covering Finance, Accounting, Economics, Marketing, Banking, Business Law, & Management. David is the founder and managing member of David L. Osburn & Associates LLC, a Las Vegas-based business training and contract CFO firm that provides training for

various groups. David looks forward to you joining this informative Webinar.

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WEBINAR REGISTRATION

"THE LOST ART OF COMMUNICATIONS" | Wednesday, October 9, 2013 | 9:00—10:00 AM CT

NAME _____ EMAIL ADDRESS _____

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ADDRESS _____ CITY/STATE/ZIP _____

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Method of Payment (Non members are asked to prepay):

___ Invoice my Company \$ _____ (BCMA & WCA Members Only)

___ Check Enclosed \$ _____

___ Credit Card (Please contact BCMA/WCA at 262.827.2880)

A credit or refund will only be given for cancellations received 5 days prior to the session. Please send your reservation to the Association office listed on this announcement or call 262.827.2880 to register or with questions.