



A live, two-day *intensive* program in HCMC

Many people responsible for a firm's largest liquid asset after cash, had little or no formal training. This program, with a selected focus of commercial or consumer discipline, will increase knowledge, confidence and performance. A higher level of positive results will be evident on day one of return.

December 09 & 10, 2016

Debt Processing Center

CR Debt Collection Services Company

No. 9 Banh Van Tran Street - Ward 6 - Tan Binh District
Ho Chi Minh City - Vietnam

**Graduates earn
designation as a C.F.C.P.
(Certified Financial
Collection Professional).**

Includes free CIA
(Collectability Index
Assessment) –
\$29.95 value

Limited seats
VND3,200,000/pax
(VAT exclusive)

Call or email

Mr. Thong Le
Managing Director

**CR Debt Collection Agency
& KSI Legal**

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thong@ksi.vn

Day One – 9:00 to 4:30

“People expect more from someone who has a CFCP designation – and they should!”

- The Rules and guidelines of **best practises** credit & collections
- **Effective business writing** with special emphasis on e-mail
- Learn and maintain the right balance of being **assertive without being too aggressive**
- Master the **three phases** of a professional collection call
- Develop the special collection voice
- Logical and effective Skip Tracing
- Working with the Sales Team

Day Two – 9:00 to 2:00

“Designed to educate and build confidence to collect while caring for the customer to protect corporate interest.”

- Tailoring your approach to specific types of customers
- Effective negotiations
- Productivity management

2:00 to 4:00

Testing, assignments and certification.

There are more than 250 graduates of the PACE Program from eight countries.

LOCAL FACILITATOR

Thong Le, a qualified lawyer and CFCP. Having been engaged in collection for banks and companies for years, Thong is very familiar with the industry, the practice and the regulation plus local authorities in Vietnam.



ABOUT YOUR SEMINAR LEADERS...

Tim Paulsen is the author of “Paid in Full.” He has delivered hundreds of training programs in 26 countries. He is the founder and managing director of The International Centre for Professional Collections, home of the PACE Program®.

