

# ONLINE WEBINAR

## Conflict Resolution



REGISTER



### JOIN OUR NEXT WEBINAR

In this interactive Conflict Resolution program, Michael will discuss or examine:

- 8 way best practices in B2B debt collection
- 8 ways to de-escalate any conflict with anyone
- 20 ways to resolve problems quickly and efficiently with your customers
- 20 ways to resolve conflicts with sales people
- 8 ways to de-escalate conflicts with your boss or senior management
- 8 ways to resolve conflicts with your co-workers



**Presenter: Michael Dennis**

**WEDNESDAY,  
MARCH 6, 2024**

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.

You will receive webinar access instructions and handouts the week prior to the Webinar.



**(888) 546-2880**

**Email:** [nicolet@wcacredit.org](mailto:nicolet@wcacredit.org)

**Website:** [www.wcacredit.org](http://www.wcacredit.org)

**Continuing Professional  
Education**

1 CPE Unit & .1 CEU Unit

[www.creditsociety.org](http://www.creditsociety.org)

*American Society*

**ASCCP**

*Credit & Collection Professionals*