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## Quick Bite: October 14, 2010 Telephone Collection Tips

11:00 a.m. – 12:00 p.m. EST

Speaker: Sheila O'Leary

Delinquent loan recoveries are vital to the overall financial operations of your credit union. Learn about good telephone techniques and what makes an effective collector. Sometimes small changes can produce big results!!

**Speaker:** Sheila O'Leary is the manager of Creditors' Resource Service, a full service collection agency for Credit Unions. Sheila has been with the Illinois Credit Union League for over 22 years and is a frequent industry speaker and instructor on collection and bankruptcy topics. She continuously lobbies for creditors rights as a Board Member and Immediate Past President of the Illinois Collectors Association and as an active member ACA International, the Association of Credit and Collection Professionals. She hosts collector roundtables and the ICUL Collection List serve.

**Location: Via Telephone** (11:00 a.m. to 12:00 p.m. EST)

**Educational Investment:** \$109.00 per telephone connection. *Unlimited Listeners and Free Audio Archive*

**\*\*\*You must be registered for this session to hear the audio-recorded version and receive handouts.\*\*\***

**AUDIO ARCHIVE!** Can't tune in today? This session will be available on-line for **30** days after activation.

**To enroll**, you may complete and fax our **General Registration Form** (found on the Web site) or **send an Email to [mzelinsky@njcul.org](mailto:mzelinsky@njcul.org)**. Please include Participant Name(s) and Cost to your credit union.

If you have any additional questions, please do not hesitate to contact the Education and Training Department at 609-448-2426 x100.