

# CREDIT

## SOFT SKILLCON

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**Expert  
Insights**

**Nov 15 – Nov 19**  
12–3 PM CT

[REGISTER FOR FREE](#)

Expert Insights on Soft Skills Development,  
Managing Generational Differences, Collaboration  
Skills, Leadership Language, Engaging Virtual



# Learn From the Industry's Best



**John Boyens**

Co-Founder & President,  
Boyens Group, Inc.



**Douglas Hall**

President,  
Advocate & Associates



**John Klymshyn**

Speaker & coach,  
The Klymshyn Method



**Melanie Morcelle**

Executive Vice President,  
Creditors Adjustment Bureau Inc.





# Featured Sessions

FIRESIDE CHAT

NOV 15<sup>th</sup>  
12-1 PM CT

## The Language of Leadership

Join this webinar on Leadership Language by John to not only make the most out of language, but also to bring change and inspire others.



**John Klymshyn**  
Speaker & coach,  
The Klymshyn Method

## Virtual Credit and Collections: How to Ace Your Meetings

NOV 16<sup>th</sup>  
12-1 PM CT

Join this webinar to find 6 steps of the virtual flight school and how you could nail your virtual meetings using those.



**Douglas Hall**  
President,  
Advocate & Associates

## O2C Soft Skills Masterclass: How to Stand Out from the Crowd?

NOV 16<sup>th</sup>  
2-3 PM CT

Join this webinar to learn 5 must-have soft skills, 7 work-skills, and 6 rules of networking for credit and collections professionals



**John Boyens**  
Co-Founder & President,  
Boyens Group, Inc.

## From Bebop to Hip Hop- Managing Multi Generational Credit Teams

NOV 17<sup>th</sup>  
12-1 PM CT

Decode 5 strategies required to manage a multigenerational workforce, and how to create a more diverse team that can reach their maximum potential



**John Boyens**  
Co-Founder & President,  
Boyens Group, Inc.

## Effective Collaboration Skills for Credit Management

NOV 18<sup>th</sup>  
12-1 PM CT

Join this webinar as Melanie Morcelle unlocks the secrets of effective collaboration and how it impacts credit and A/R decisions.



**Melanie Morcelle**  
Executive Vice President,  
Creditors Adjustment Bureau Inc.

FIRESIDE CHAT

NOV 19<sup>th</sup>  
2-3 PM CT

## How to Build High Performing O2C Team with Deeper Dialogues

Join this LIVE session to get insights and guidance on the ways to achieve the stunning alchemy of solid language and improve your leadership skill.



**John Klymshyn**  
Speaker & coach,  
The Klymshyn Method

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