

# FCN UNIVERSITY

## 2022 SCHEDULE

Unlocking our secrets for your success!



In 2015 FCN University was created to provide training opportunities to our client family utilizing today's web-based technology. Today we are continuing to grow and adapt. FCN University has moved to a new platform, Zoom, and to kick off the year, we are excited to host a guest speaker. Continue to benefit from our FCN trainer talents by simply registering and showing up!

**It's easy and FREE!**

Don't have time to make the scheduled date and time?

No worries, when you register, you'll receive an email to the recorded session for your convenience.

DATE & TIME	TOPIC & DESCRIPTION
<b>January</b> 20   10a.m.	<b>Mary Shores   3 Foolproof Steps to Up-Level Your Business Communications</b>  We are so excited to have Mary Shores, a second-generation collection agency owner, a bestselling author, and an international speaker. Come learn the neuroscience behind negative language, and receive a list of 6 words you should NEVER say to customers or clients. Unpack the triggers of conflict and what promotes connection, and learn what to say to create deep connections with customers and clients rather than drive disconnections that can negatively impact the bottom line. Discover the top 3 skill sets that EVERY professional should have in their toolbox to ensure that business communications are professional, empathetic, and straightforward enough to avoid miscommunication.
<b>February</b> 10   2p.m.	<b>Benefits of True Partnership   Securing Information that Matters!</b>  In this webinar find out what is the most important information you need to provide FCN in order to help us collect top dollar.
<b>March</b> 10   10a.m.	<b>Bankruptcy 101</b>  Bankruptcy is a sensitive topic for both consumer and client. Explore the different chapters available to consumers including non-discard-able debt. Learn the basics to navigate bankruptcy requirements to ensure compliance of the automatic stay.
<b>April</b> 7 & 14   2p.m.	<b>Collecting Within the Law   This is the most popular webinar series!</b> <b>Session I:</b> In this session, we will learn...when and how to communicate with a consumer, when to send an account to a collection agency, how to communicate with a third-party or attorney, honoring a request from a consumer to "cease communication", and charging interest on a past due balances. <b>Session II:</b> In this session, we will learn...if it is legal for a collector to ask personal financial information, when and how to accept a payment from a consumer, when to provide an itemization of charges when requested, notifying the collection agency about payments and bankruptcy notices, accepting payments on a bankrupt account, and "recalling" an account from collections.
<b>May</b> 12   10a.m.	<b>Dealing with Challenging Consumers</b>  If you don't have any challenging consumers, there's no need to sign up for this one...BUT if you do, this session is for you!

For more information:

Call 800-540-9011 | Email Venita Jourdan, [vjour@fcnnetwork.com](mailto:vjour@fcnnetwork.com)

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**WE ARE ON ZOOM!** 

Watch for email notifications with registration information a week prior to each class.

**CAN'T ATTEND?** 

Check out the recordings on our website!  
<https://fcnnetwork.com/fcn-university/>

DATE & TIME	TOPIC & DESCRIPTION
<b>June</b> 9   2p.m.	<b>Portal Tips, Tricks, &amp; Website Resources</b> Find out if you are using ALL the resources that FCN provides. Client Portal/FCN Website - what are you missing out on?
<b>July</b> 14   10a.m.	<b>Building a Winning Team</b> We rock! And we want to teach you our ways. Join this session to learn the magic behind our amazing team!
<b>August</b> 11   2p.m.	<b>When Legal is the Only Resolution</b> It really is our last resort, so come and learn when we utilize legal treatment for your accounts.
<b>September</b> 8 & 15   10a.m.	<b>Winning Negotiations</b> <b>Session I:</b> What is negotiation? In this session, we will talk about the first two stages of negotiation which include the psychology of negotiations, practical strategies, and how to gather information during negotiations without having a bias. <b>Session II:</b> In this session, we will learn about the final stage of FCN's successful negotiation process, questioning and empathy when negotiating, and winning in negotiation.
<b>October</b> 10   2p.m.	<b>Road Map to Reporting &amp; FCN Documents 101</b> Come to this session and learn all you need to know about FCN reports and documents. Learn where to get FCN reports and what they are telling you. Did you receive documents from FCN? Discover what do they mean and what you need to do.
<b>November</b> 10   10a.m.	<b>Converting Disputes into Resolutions</b> Converting disputes into money is part of our expertise. Over our many years of experience, we've learned active listening skills. If you want to learn more, sign up for this session.
<b>December</b> 8   2p.m.	<b>Myth Busting &amp; Other Valuable Information</b> You can't believe everything you read! We are going to bust some myths regarding time barred debt, payment plans, speaking to a spouse, validation of the debt - and much more!

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