

## 2023 CREDIT CONGRESS SCHEDULE OF EVENTS

### SATURDAY, JUNE 10

- 8:00am–5:00pm Registration
- 8:30am–5:00pm **32001.** Business Credit Principles Certificate Course ★  
**32002.** Financial Statement Analysis 2 Certificate Course ★
- 8:45am–4:00pm NACM Board of Directors Meeting

### SUNDAY, JUNE 11

- 7:30am–4:00pm Registration
- 7:30am–12:45pm **32003.** CCE Exam Review ★
- 8:00–11:00am **32004.** CBF Exam Review ★  
**32005.** CBA Exam Review ★
- 8:30am–4:00pm **32001.** Business Credit Principles Certificate Course ★  
**32002.** Financial Statement Analysis 2 Certificate Course ★
- 1:00–4:00pm CBA & CBF Designation Exams (preapproval required)
- 1:00–5:00pm CCE Designation Exam (preapproval required)
- 1:30–3:00pm **32006.** An Introduction to the NACM Certification Program
- 3:00–3:45pm **32007.** First-time Attendee Welcome Gathering
- 4:00–6:00pm Expo Grand Opening & Reception

### MONDAY, JUNE 12

- 7:30am–5:00pm Registration
- 9:00–11:00am Opening General Session and Business Meeting
- 11:00am–2:00pm Expo Hall Open
- 11:30am–1:50pm Solutions Hub in the Expo Hall
- Noon–1:15pm Luncheon in the Expo Hall
- 1:00–5:00pm **32001.** Business Credit Principles Certificate Course ★  
**32002.** Financial Statement Analysis 2 Certificate Course ★
- 2:00–3:15pm **CONCURRENT EDUCATIONAL SESSIONS**
- 32010.** Moving Beyond Operational Leadership to Strategic Leadership (Part 1 of 2) ★
- 32011.** Unveiling the Hidden Costs of Customer Pushback Terms and Web Billing Portal and How to Win Back Your Company's Payment Terms
- 32012.** Managing Construction Supply Chain Issues
- 32013.** Global Credit Leaders Executive Exchange
- 32014.** An Economic Update: What's Next?
- 32015.** Know When to Hold 'em, Know When to Fold 'em: Lessons Learned over 20 Years as a Collections Attorney

★ Listings with this symbol denote sessions or optional events that require an additional fee and preregistration. Please refer to the Credit Congress Fee Schedule Overview on page 39 for costs or visit [creditcongress.nacm.org](http://creditcongress.nacm.org).

**32016.** Business to Business Electronic Payment Optimization

**32017.** Mentors and Mentees—A Rewarding Relationship

3:45–5:00pm **CONCURRENT EDUCATIONAL SESSIONS**

**32020.** Moving Beyond Operational to Strategic Leader (Part 2 of 2) ★

**32021.** The Time Is NOW to Review and Update Your Credit Policy

**32022.** Building and Construction Executive Exchange

**32023.** A Look at Current Global Hotspots: Where Are They and What's Next?

**32024.** Collection Processes and Lawsuits, Electronic Transactions: What Everyone Creditor Should Know

**32025.** National Trade Credit Report (NTRC) Featured Reports & Website Updates

**32026.** Credit Management in the Metaverse!?!

**32027.** Information Literacy—How It Affects You

5:00–6:30pm Beer & Browse Reception and Silent Auction

### TUESDAY, JUNE 13

- 7:30am–5:00pm Registration
- 8:30am–5:00pm **32001.** Business Credit Principles Certificate Course ★  
**32002.** Financial Statement Analysis 2 Certificate Course ★
- 9:00–10:30am **CONCURRENT EDUCATIONAL SESSIONS**
- 32030.** Creating a Culture of Trust Through Effective Listening: Understanding Others Before Being Understood ★
- 32031.** Leadership Speed Learning
- 32032.** Win/Win Documentation Strategies to Compel Payment
- 32033.** Effectively Onboarding International Customers
- 32034.** Credit Management in Uncertain Times
- 32035.** Cross-Border Payments
- 32036.** The Road Ahead: The Changing Landscape of Chapter 11
- 32037.** Navigating the Hybrid Paradox—Creating a Positive Culture for Both Remote and In-person Work
- 10:30am–1:30pm Expo Hall Open
- 10:45am–1:30pm CFDD Board of Directors Meeting
- 11:00am–1:20pm Solutions Hub in the Expo Hall
- Noon–1:15pm Luncheon in the Expo Hall

2:00–3:15pm **CONCURRENT EDUCATIONAL SESSIONS**

- 32040. Creating High Performing Teams and Team Development ★
- 32041. Lifeline for Implementing New ERP/ Software Program
- 32042. Lien Waivers: The Good, the Bad and the Ugly
- 32043. Strategies and Tactics for Effective Debt Collection in Mexico (Part 1 of 2)
- 32044. Receiverships: The Ultimate Collection Tool
- 32045. Credit Professionals Are the Unsung Super Heroes: “Do We Really Understand the Value of What We Do?”
- 32046. Dashboards, Duct Tape, Data and Beyond
- 32047. Building a Culture of Trust

3:45–5:00pm **CONCURRENT EDUCATIONAL SESSIONS**

- 32050. Coaching and Mentoring (Even Experienced Staff) ★
- 32051. Take Your Game to the Next Level: Using Emotional Intelligence to Advance Your Career
- 32052. Are Your Credit Application’s T&Cs Working Against You?
- 32053. Strategies and Tactics for Effective Debt Collection in Mexico (Part 2 of 2)
- 32054. How Better Working Capital Management Increases Shareholder Value
- 32055. Trying to Get to Yes: Making the Call When You’re on the Fence
- 32056. Dashboards, Duct Tape, Data and Beyond
- 32057. Escheatment Boot Camp

## WEDNESDAY, JUNE 14

7:30am–4:00pm Registration

8:30–10:00am **CONCURRENT EDUCATIONAL SESSIONS**

- 32060. Persuasion and Influencing Skills ★
- 32061. Fifteen Ways to Minimize Delinquency and Maximize Customer Service Before the First Collection Call
- 32062. Pricing Strategies During Inflationary Times and Beyond
- 32063. How Foreign Exchange Risk and Currency Controls Impact Customer Payments
- 32064. Save Time with Microsoft OneNote
- 32065. Tales from the Trenches: Lessons from Experienced Attorneys and Credit Professionals That Can Help You Maximize Recoveries and Avoid Risky Situations
- 32066. Post-Pandemic Recession: Positioning for 2023 Economic Conditions Facing Consumers and Their Businesses
- 32067. Focus Toolkit: Tools to Improve Your Focus and Concentration

8:30am–5:00pm 32001. Business Credit Principles Certificate Course ★

32002. Financial Statement Analysis 2 Certificate Course ★

10:30am–Noon **CONCURRENT EDUCATIONAL SESSIONS**

- 32070. Developing Creativity and Innovation ★
- 32071. Building Relationships with Customers
- 32072. Understanding Public-Private-Partnerships
- 32073. Hiring and Managing Your International Credit Team
- 32074. Trade Creditors: Protecting Your Contractual Right to Payment in Bankruptcy
- 32075. Five Steps Credit Managers Can Take to Increase Recovery of Receivables
- 32076. The Evolving Threat of B2B Fraud
- 32077. Creating Efficiency Through Excel Lookup Functions

12:00–2:00pm CFDD Luncheon ★

2:00–3:00pm **CONCURRENT EDUCATIONAL SESSIONS**

- 32080. Mastering Politics, Influence and Alliances ★
- 32081. Best Practices Roundtable
- 32082. When and If to Help a Distressed Contractor
- 32083. How to Make a Managed Global Risk Decision
- 32084. SAP Ariba—Why Asking the Wrong Questions Could Be Hurting Your Working Capital
- 32085. Credit Application Must Haves
- 32086. The Unfortunate Reality: Training for Active Shooters in the Workplace
- 32087. The Necessity of Networking

3:30–4:30pm **CONCURRENT EDUCATIONAL SESSIONS**

- 32090. Strategic Leadership Exchange ★
- 32091. Mindfulness for Improved Performance
- 32092. A Powerful Risk Mitigation Tool: Consensual Security Interests
- 32093. How Does Culture Impact Your Global Collections?
- 32094. Advantages and Dangers of Joining a Bankruptcy Creditors Committee
- 32095. We’re All in This Together
- 32096. The Unfortunate Reality: Training for Active Shooters in the Workplace

6:00–10:00pm Closing Night Event: Texas Two-step Party

Must be a registered delegate of the 2023 Credit Congress to attend/participate in any conference event, optional activity, networking function or session.

Dates and times are subject to change. Please refer to the NACM website for updates.