



CFDD Wichita Presents Communication Strategies for Credit Professionals

Presented by Roger Nice, CCE, ICCE

Please join us for an informational session with strategies for communication to benefit even the most experienced credit professional! This presentation will include tips to communicate better with customers such as handling difficult collection calls, how to build better connections through the credit manager's role, how Credit is aligned with Sales including how to turn a collection call into a sales call, and more!

Roger Nice is currently the Director of Credit Services for Excel Industries, Inc. Roger has been with Excel for 14 years and has been in credit services for 29 years.

Prior to working at Excel Industries, he worked in construction credit for a fortune 1000 company called Watsco. Before construction credit, he worked for Ford Motor Credit Company a fortune 500 finance company.

Roger holds two NACM's accreditations as a Certified Credit Executive (CCE) and the International Certified Credit Executive (ICCE). He also earned the 2011 Credit Executive of The Year from the NACM Credit Professional Alliance.

Roger has been a member of the Wichita Chapter CFDD since October 2006 and has held positions as President and Program Chair for several consecutive terms. He currently sits on the Wichita Chapter's Board as the Parliamentarian.

Roger lives in Wichita, Kansas with his wife (Julie) of 28 years. They have two adult children, Lore & Lily, and a spoiled 5-year-old Golden Retriever named Ruffles.

Tuesday •• May 11, 2021 •• 11:30am - 1pm

RSVP to receive Zoom Invitation! lisa.burns@excelii.com
\$10/person. Non-CFDD Members will need to pay in advance.
Call Cindy at 800-550-3786, ext. 3

0.1 CEU Points (30203)

CFDDWichita.org

