

# Point of Service Collections Training

## Dates & Locations:

**Northern MI -Sept 10th**

Kirtland Community College - Gaylord

**Thumb -Sept 11th**

Tuscola Technology Center -Caro

**Upper Peninsula - Oct 2nd**

Bay College - Escanaba



**2 trainings at each location!**

**Session 1:** Registration 9am  
Program 9:30-11:30am

**Session 2:** Registration 1pm  
Program 1:30-3:30pm

**Cost:** \$50 per attendee



**Speaker**

**Darren Cook**

Magnet Solutions

**These two-hour training sessions will cover the following:**

- Industry Perspective: What's changed?
- What challenges does your team face today?
- Benefit to the organization
- Benefit to the patient
- Training and practical skills
  - Sample scripting
  - Role play exercises
  - Verbal and non-verbal communication
  - Negotiation skills
  - Overcoming conflict



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