

### **In this issue**

Get to know more about Ulwazi  
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### **About Ulwazi**

Ulwazi dynamic Marketing and Training is a black owned company dedicated to providing quality training.

#### **Our mission**

Ulwazi is on a mission:

To provide our clients with the Knowledge and insights they need to sustain a valuable competitive marketing industry.

#### **Our vision**

To establish Ulwazi dynamic marketing and training as world leaders in training through excellence, loyalty and commitment.

#### **Our Values**

Ulwazi upholds:

Transparency, Excellence, Commitment, Loyalty and Passion

### **Motivation**

**A journey of a thousand miles begins with one step therefore even if you're on the right track you'll get run over if you never make a move**

### **What has Ulwazi been up to: busy busy busy!**

Ulwazi hosted a strategic workshop on credit control and debt collection at the Birchwood conferencing centre, Jhb in July 2009. The event attracted delegates from far and wide, from various sectors and diverse groups.

The course facilitated by our very own daughter of the land, Rosanne Stein, was impacted with practical real life situations and also included discussions enabling delegates to brainstorm and share their much valued life experiences. The workshop was stimulated with humour and energy and delegates were sent back into the work place with renewed skills and great amounts of inspired motivation.



*Our much motivated delegates ready to take on the world of credit and debt collection*

### **On offer: Special discounts on upcoming events**

**Professional Office Management**

**Garden Court O.R Tambo, Jhb**

**21<sup>st</sup> - 25<sup>th</sup> Sept 2009**

**Book and pay by 20<sup>th</sup> August 2009 and be a part of the treat..... Gifts and entertainment for our esteemed delegates**

**EARLY BIRD DISCONT: BOOK AND PAY BY  
1ST SEPT 2009 & RECEIVE A R500  
DISCOUNT**

**Effective Complaints Management &  
Customer Care**

**7th - 9th October 2009**

**Garden Court O.R Tambo**

### **Tips on becoming a good debt collector**

- Have a clearly written inhouse collection plan
- Be a good listener
- Make clear your intentions for debt recovery as earliest as possible

### **Testimonial on the just ended Credit Control workshop**

I found the course very interesting. I personally learned a lot and I think Rosanne is very informative, I would really love to do training with her.

*Beauty Mathibe  
Accounts assistant from Maropeng*

### **For more information contact us on:**

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