

COMMUNICATION IS KEY & KNOWLEDGE EMPOWERS YOU!



The 2015 RSIG/AFA Annual Seminar Agenda is focused on Communication. As the cornerstone of any great group, business or industry – effective communication is an absolute requirement. This year’s speakers will help attendees learn better ways to communicate to debtors, lenders, staff and family. Communication is more than the verbal or written word. It is also about the dissemination and interpretation of information which is why we plan on providing many opportunities for you to gather and share information and give you the tools to communicate that information effectively. Join us June 24 -27, 2015 at the Scottsdale Resort and Conference Center.

Wednesday, June 24

8:00 – noon Peter Harrell of Harrell Communications.

Certified trainer in Dispute Resolution, Group Conflict and Franklin Covey Leadership Programs. He is an engaging and dynamic facilitator, entertaining and leaving audiences with **new tools for their communication tool kits**

12:00 – 2pm Lunch On Your Own

2:00pm – 5:00pm CFPB Training and Education with Michael Howk
RSIG Risk Manger and Industry Recognized Expert on Repossession Law and Case Law; Michael Howk has worked for the benefit of the repossession industry for more than 30 years. As lenders demand more of their third party vendors due to the evolving CFPB Committee’s Rules and Guidelines, Mike Howk and RSIG have developed a CFPB Training Course to **communicate important CFPB related information to you!**

Dinner On Your Own

7:30pm – 9:00pm Welcoming Reception

Join us for drinks, light snacks and deserts. Terrific opportunity for social networking and informal information gathering and sharing!

Thursday, June 25

7:30am – 8:30am Breakfast

8:30am – 9:30am Welcome Remarks, Introductions, Conference Overview

9:30am – 10:30am **Communicating the expectations of a CFPB Audit.** What does it look like for a lender and how can it affect you as a reposessor?

10:30am-11:00am Break

11:00am – 12:30pm **Communicating the need for and how to provide for effective risk management** to employees and staff. Effective communication with an insurance carrier. Repossession Risk Engineering.

12:30pm – 1:50pm Lunch

2:00pm – 4:00pm **Interpreting Communication** via Social Media and Internet Profiling

4:00pm-4:15pm Break

4:15pm – 5:45pm **Communicating New Laws and Regulations**

Friday, June 26

7:30am – 8:30am Breakfast

8:30am – 11:30am Jack Schafer, Schafer & Associates

Retired FBI Special Agent assigned to the FBI’s National Security Behavior Analysis Program, Schafer trains federal, state and local law enforcement, security personnel, legal professionals and now you on **ways to understand different forms of human communication** - “Let their words do the talking”

11:30 – 1:00pm Lunch

1:00pm – 6:00pm AFA Member Only Business Meeting

6:30pm Cocktail Reception
7:00pm Closing Ceremony, Awards Dinner and Entertainment

Saturday, June 27

7:30am – 8:30am Breakfast
8:30am – 10:00am Legalease – Why Communication and Documentation are Essential to Repossession Operations
10:00am – 10:30am BREAK

10:30am – 1:00pm RSIG Annual Member Only Business Meeting
This is the Voting Member Only Business Meeting for RSIG Members.

10:00am Allied Finance Adjusters Post Conference Board Meeting