

NOVEMBER/DECEMBER 2023

HOT OFF THE PRESS

Bi-Monthly Newsletter of the CFDD Phoenix Chapter



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Member At Large-

Eric Volland
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The President's Post



Welcome to last month of the year! I can not believe it has arrived so quickly. What an interesting year 2023 has been! We have had fantastic speakers as well as great participation and we have all of you thank!

I would like to report back on the Western Regional Conference in Salt Lake City, Utah from my perspective. We were so fortunate to have several CFDD Phoenix Members in attendance. This conference was amazing, everything from the Educational & Professional Development Sessions to the powerful networking opportunities. I brought back more confidence in the procedures I have in place as well as some new ideas on how to protect receivables. Our vendors were the "cream of the crop". They were very current and had great information and products. These vendors also helped make our conference possible.

It is with a heavy heart but a truly appreciative heart, that I must announce that we have two Executive Board members who are leaving our board. Our Vice President, Ellen Wodiuk, CCE ICCE has retired from our executive board of directors. She will remain a member of CFDD Phoenix, however her service on our executive board has come to an end.

Although selfishly, I'm sad to see you go, but truly I'm excited for the new opportunities that lie ahead for you! It has been a true honor to work and grow with you all of these years. I am so grateful for our friendship all of the knowledge and skills that you instilled not only in me personally, but your service to this organization as a whole.

Your hard work, dedication and achievements may never be matched; but the fruits of your labor will go on for years to come. Thank you for everything you have contributed to our Chapter and to CFDD Nationwide.

Ellen, congratulations on reaching this milestone! It's been incredible to work and learn from you over the years and we as an executive board will all miss working with you. Thank you for your love of CFDD. Your impact and legacy will remain with us even after you leave. Wishing you all the best in your new chapter of life!

The second Executive Board Member is Eric Volland who has served for many many years as our member at large. As part of his role was to keep attendance for all our meetings this included monitoring all the RSVPs for every meeting.

Eric we so value and appreciate all o your hard work and dedication to this chapter, thank you for your service to CFDD Phoenix, best of luck with your new endeavors, you will be missed.

Please remember, that you will be receiving your CFDD Annual Membership Invoice for 2024 via email by December 15, 2023, please remit this as soon as you can. If you have not received it by that date, please contact our treasurer Kaitlin Clements at Kaitlin.Clements@graybar.com and she will be happy to forward one to you.

Keep your eye open for our January Meeting with our very own D'Ann Johnson's "Can We Talk" this session is so good that we didn't want ANYONE to miss it, so that is why we moved it to January 2024.

I hope to see you all real soon, thank you for your continued support of your CFDD Phoenix Chapter and Happy Holidays to all that celebrate.

Hope to see you all real soon!

Sincerely,
Sheila C Roames, CCE
CFDD Phoenix Chapter President
CFDD National Chairman

Membership Moment

Eric Volland

1. What is your current occupation? **Market Credit Manager**
2. What do you love most about Credit & Collections? **Building relationships with customers (external and internal) while contributing to the bottom-line of the company.**
3. How do you define success? **Enjoying your life, family, friends and what you do for a living.**
4. Who inspires you? **My wife. She is the most compassionate, confident, capable, positive, and relatable person I know. She is also not hard on the eyes.**
5. If you could choose anyone as a mentor, who would you choose and why? **Admiral William McRaven, he seems like a great leader that has a lot of knowledge to share. If you never have, I recommend watching his 2014 University of Texas Commencement Address.**
6. What advice would you give to someone who wants to enter Credit and Collections? **Find a mentor in this field that can give you exposure to the field.**
7. What's one thing — either industry-related or not — you learned in the last month? **The professional relationships you build with colleagues can be invaluable to your future endeavors.**
8. What's something about you (a fun fact) that not many people know? **I have never paid for a haircut, and I do still have some hair.**
9. What's the last book you read? **Killing Patton**
10. What is your favorite hobby? **Downhill Skiing**
11. What's the first concert you ever attended? **AC/DC**
12. What's the next place on your travel bucket list? **Italy**
13. Are you currently binge-watching any shows? **Not now but Breaking Bad last year.**
14. If you had to eat one meal every day for the rest of your life, what would it be? **Pizza**

CFDD Vision Statement

"Our Vision is to be a leading provider of professional development opportunities through learning, coaching, networking and individual enrichment."

CFDD Mission Statement

"The Mission of NACM Credit and Financial Development Division is to develop tomorrow's business leaders through core offerings."

Birthdays

No Birthdays for November or December! Join our Chapter to have your birthday included ;)



I'M ATTENDING

Be on the lookout for more information regarding Credit Congress!

Education Edition

5 Ways to Better Yourself in the New Year

1). Set Boundaries

-Setting limits is one of the most courageous things we can do. Be aware that setting boundaries may result in others being upset with you. The people who are your true companions in life will respect your boundaries.

2). Get More Sleep

-Humans need 8 to 10 hours of quality sleep every night. Research ways to make it easier to get a better nights sleep. You will be amazed at the impact it makes on your days.

3). Exercise Daily

-Exercise has been proven to help in all areas of life. When you exercise even for 20 minutes it helps boost your brain chemicals - dopamine, serotonin, norepinephrine, and GABA. Just a short 20 minute walk will do wonders.

4). Write Down Your Goals

-Studies have found that if you write down a goal, you are much more likely to achieve it. In addition, tell as many people as possible about your goals. When you share your goals with others, you are more likely to fulfill them.

5). Establish Priorities

-If you could only do three activities for the rest of your life, what would they be? Start paring down the activities that are bringing you down. Take a hard look at where you spend your time.

-Article written by Stephanie Moulton Sarkis, PhD with Sarkis Media

CFDD Upcoming Education List - 2024 -

June 9-12: Credit Congress
@ Las Vegas, NV

ATTENTION!

Please remember our new website and payment portal!

www.cfddphx.com



Carlos Garfias
is our new RSVP
contact!!

carlos.garfias@graybar.com

Book Nook

Sweating Bullets, A story about overcoming the fear of public speaking

By: Dale Dixon

So you have been asked to “Speak” at an upcoming event and yes, you are Sweating Bullets! This book is a quick read and has a set of bullet points that will help you focus and navigate your way to a successful speaking engagement. Bullet point 20: Enjoy the opportunity to share your thoughts and knowledge – all with the sincere desire to help those in the audience. This is a great reminder that it’s about the audience, focus on the audience! This will help your nerves, also remember that being a good communicator is rooted in servant leadership (Bullet point 9). Servant leadership is right up my alley and so important in keeping you grounded. It also supports that “it’s about the audience”.

The seven laws of presenting are listed in the back of the book as a resource and are keys to successful speaking.

Character counts, Be Real, authentic, and genuine. Seek wisdom, tell stories (this is a great way to engage your audience). Audience first! Start with the end in mind and finally “Be Grateful”! Listed also is the bullet points that are reference throughout the chapters. Again a quick read that will help your confidence and keep you focused for your next speaking engagement.

By: Ellen Woduik, CCE, ICCE



CREDIT AND FINANCIAL DEVELOPMENT DIVISION

About CFDD

A CFDD Chapter is a group of credit professionals organized with a focus on education, networking and professional support for employees of member firms of the National Association of Credit Management. Membership enhances professional status while promoting attainment of educational goals, business contacts, networking opportunities and leadership development.

"Membership in CFDD is an investment in yourself! It provides a pathway for you to reach your educational goals and professional success"

Our Mission

The mission of the NACM Credit and Financial Development Division is to develop tomorrow's business leaders through core offerings

Our Vision

To be a leading provider of professional development opportunities through learning, coaching, networking and individual enrichment.

CFDD PHOENIX CHAPTER
PO BOX 631
Gilbert, AZ 85299
www.cfddphx.com
cfddphoenix@gmail.com





National Association of Credit Management

CREDIT & FINANCIAL DEVELOPMENT DIVISION

(PHOENIX CHAPTER)

P. O. Box 631 • Gilbert, AZ 85299

Membership Application

Please Type or Print

<input type="checkbox"/> New Member		<input type="checkbox"/> Information Change	
Name:		Title:	
Company:			
Address:			
City, State, Zip:			
Office Phone:		Fax:	
E-Mail:		Cell Phone:	
NACM Affiliate:	Affiliate Location:	NACM No.:	
D YES <input type="checkbox"/> NO <input type="checkbox"/>			
Are you your Company's designated representative to NACM? <input type="checkbox"/> YES <input type="checkbox"/> NO			
Management:	No. of Years' Experience: _____	Credit/Finance:	No. of Years' Experience: ____
Current Responsibilities:			
Participation in NACM (Committees, Industry groups, etc.) NACM Designations?			
Are you replacing another CFDD Member? <input type="checkbox"/> YES <input type="checkbox"/> NO If so, whom?			
Name of CFDD member sponsoring you:			
Were you ever previously a member of CFDD? <input type="checkbox"/> YES <input type="checkbox"/> NO Where/When?			
List other Organizations you are a member of			
Home Address			
City, State, Zip			
Home Phone		Home Fax:	
Home E-Mail		Birthday (month/day)	
Spouses Name:		Special Interests/Hobbies	

Annual Dues shall be invoiced no later than October 31 and will be considered delinquent after December 31 each year. Dues for new members will be pro-rated according to the date the application is approved by the Board of Directors.

Please indicate if billing is to be sent to your office or home address: Home ☐ Office ☐

I submit my application for membership:

Signed by:

(Revised 01 /18105)

Date Submitted:

Date Approved:

PLEASE SEND APPLICATION TO:

CFDD Phoenix Chapter Board of Directors

E-mail: cfddphoenix@gmail.com

Annual Dues shall be invoiced no later than October 31 and are due upon receipt. We submit to CFDD National By January 1

Dues for new members will be pro-rated according to the date the membership application is approved by the Board of Directors

The Pro-ration schedule is as follows:

January-March	\$85.00
April-June	\$65.00
July-September	\$45.00
October-December	\$25.00

The CFDD Monthly Sessions fee is \$35.00.

Please make checks payable to: CFDD Phoenix Chapter

PayPal is available on our website WWW.CFDDPHOENIX.ORG

Our invoices are only **sent** to your email address; kindly provide your current email address:

E-Mail Address

I SUBMIT MY APPLICATION FOR MEMBERSHIP:

Signed By

Date

Please send application and payment to:

CFDD Phoenix Chapter
P.O. Box 631
Gilbert AZ 85299

For more information about joining CFDD Phoenix
please contact
Sheila Roames, CCE
480-505-8049

DO NOT WRITE IN THIS SPACE

APPROVED BY CFDD BOARD ☐ YES

AMOUNT _____

☐ NO

DATE NOTIFIED _____

PAID: ☐ CHECK

☐ CASH

☐ CREDIT CARD/PAYPAL

☐ BILL MEMBER

DATE PAID _____