

# CFDD AT CREDIT CONGRESS



Sheila Roames, CCE



Brett Hanft, CBA



Val Hardesty, CCE, CICP



Wendy Mode, CCE, CICP



Alaina Worden, CCE



Natalie Harrison, CBA



DeLinda Goodman, CCE



Marlene Groh, CCE, ICCE



Nancy Watson-Pistole, CCE



Anissa Martin, CCE



D'Ann Johnson, CCE

CFDD Members share their knowledge and expertise by leading the following sessions:

**Have You Cashed In on Your Well-Deserved Upgrade?**

*Speaker: Sheila Roames, CCE*

**Building a Championship Credit Team:  
Staying at the Top of Your Game**

*Speaker: DeLinda Goodman, CCE*

**Fraud Attempts at Every Turn:  
Key Learnings on How to Be Prepared When  
Fraudsters Come Knocking on Your Door!**

*Speaker: Brett Hanft, CBA*

**Mastering the Transition:  
Strategies for Success as a New Credit Manager**

*Speakers: Marlene Groh, CCE, ICCE and Val Hardesty, CCE, CICP*

**Best Practices for Building Trust**

*Speaker: Nancy Watson-Pistole, CCE*

**Best Practices Roundtable Discussion**

*Moderator: Wendy Mode, CCE, CICP*

**Navigating Credit & Recovering in a Softening Market:  
What's Impeding Timely Payment?**

*Speakers: Anissa Martin, CCE and Alaina Worden, CCE*

**Harmonizing Hard and Soft Skills for Career Success**

*Speaker: Nancy Watson-Pistole, CCE*

**Unintentional Bias:  
How It Affects Everyday Decisions**

*Speaker: D'Ann Johnson, CCE*

**Understanding Workaholism and Burnout**

*Speaker: Natalie Harrison, CBA*

