



FCA 2023 Conference Agenda October 4-6, 2023

Wednesday, October 4th

2:00-5:00pm	Vendor Table Set Up	Atlantic Ballroom
5:00-7:00pm	Opening Welcome Reception and Vendor Networking	Atlantic Ballroom
7:00pm	Dinner on Own	

Thursday, October 5th

8:00 – 8:30am	Breakfast and Vendor Networking	Atlantic Ballroom
8:30 – 8:45am	Opening Remarks	Atlantic Ballroom
9:00 – 10:30am	Keynote Presentation: Effective Feedback <i>Speaker: Tyler Enslin, Tyler Enslin International, Colora, MD</i> Creating a culture that embraces candid feedback is one of the greatest challenges facing organizations today. In this interactive program we will examine feedback from both perspectives: giving and receiving. Participants will determine why constructive or ‘negative’ feedback is often either avoided or delivered in a way that is ineffective. Through a series of videos we will discuss the common barriers that are experienced by the receiver. To limit these barriers, effective feedback requires skill, and the application of specific techniques on the part of the giver. On the receiving side, we will discuss how to respond, accept, and apply constructive feedback even if it is given in unkind, or vague fashion. Participants can be confident as they implement these techniques and principles whether they are giving or receiving feedback.	Atlantic Ballroom
10:30 – 10:45am	A Word From our Sponsors	Atlantic Ballroom
10:45 – 11:00am	Break and Vendor Networking	Atlantic Ballroom

11:00 – 12:00pm	<p>Ask Me Anything: FDCPA Defense Counsel Edition <i>Speakers: Lauren Burnette, Messer Strickler & Burnette, Ltd., Jacksonville, FL & John Marees, Messer Strickler & Burnette, Ltd., Jacksonville, FL</i></p> <p>"Why is this case still going on? What can we do to keep from getting sued again? And why are my legal bills so dang high?" In this session, attendees can ask their FDCPA litigation-related questions about current litigation trends, the nuts and bolts of being an FDCPA defendant, and how they can use FDCPA litigation to their advantage (no, really!).</p>	Atlantic Ballroom
12:00 – 12:10pm	Platinum Sponsor Presentation - TrakAmerica	Atlantic Ballroom
12:15 – 1:15pm	Lunch	Atlantic Ballroom
1:15 – 1:45pm	Annual Business Meeting / Presentation of Officers / Voting / Installation of Officers	Atlantic Ballroom
1:45 – 2:45pm	<p>ACA Update with a Twist - How to Advocate Even if You Aren't Actively Engaged with Lawmakers <i>Speaker: Andrew Madden, ACA International, Washington, DC</i></p> <p>Our industry is impacted by the actions of legislators and regulators every day. This session will provide an extensive update on recent legislative and regulatory activity and detail ways your agency and your clients can help make a big difference in shaping the public perception of the ARM industry and the issues that will impact our daily operations in the future.</p>	Atlantic Ballroom
2:45 – 3:00pm	A Word From our Sponsors	Atlantic Ballroom
3:00 – 3:30pm	Break and Vendor Networking	Atlantic Ballroom
3:30-4:30pm	<p>Masterclass on Electronic Communication: Everything You Should Know About Emailing, Texting and Modern Communication <i>Speaker: Rick Perr, Kaufman Dolowich Voluck, Philadelphia, PA (with offices in Orlando and Ft. Lauderdale, FL)</i></p> <p>As the industry adapts to modern forms of communication, the demand to meet consumers where they are has never been higher. The rise of electronic communications in the industry is a necessary development that brings measurable benefits and additional risk. This presentation goes in-depth on the development of e-mail, text, and other electronic media in collections and how businesses can best utilize these new forms of communication while complying with developing rules and regulations.</p>	Atlantic Ballroom
6:00 – 8:00pm	<p>Oceanside Networking Dinner All attendees are invited!</p>	Lodge Lawn & Event Tent

Friday, October 6th

8:30 – 9:00am	Breakfast and Vendor Networking	Atlantic Ballroom
9:00 – 10:00am	<p>Innovate to Dominate: The Ultimate Challenge <i>Speaker: Kelli Van Cleave Krueger, ACA International, Eagan, MN</i></p> <p>Are you ready to take on a challenge and unlock the secrets to unleashing your team's innovation potential? Join Kelli in this exciting course where you'll learn how to strategize, communicate effectively, and work as a team to achieve success in today's fast-paced and constantly changing business environment.</p> <p>Through fun and engaging activities, you'll discover the power of cooperation and teamwork and learn how to view challenges as opportunities for growth. You'll also develop skills in actively listening to team members and incorporating different perspectives in decision-making, as well as creating a culture of experimentation and resilience within your organization.</p> <p>But don't worry, this isn't your typical boring course! Get ready to think outside the box, take calculated risks, and drive innovation through data and experimentation. So come join us and prove that you have what it takes to be a leader who can navigate the ever-changing business arena!</p>	Atlantic Ballroom
10:00 – 10:30am	Morning Break and Vendor Networking	Atlantic Ballroom
10:30 – 11:30am	<p>Avoiding the Chopping Block What can we do to avoid being "gobbled up"? <i>Speaker: Michael Lamm, Corporate Advisory Solutions, LLC, Philadelphia, PA</i></p> <p>Learn more about how the ARM industry is evolving and what agencies can do to survive and thrive in a consolidating market. For those that are looking to stay in and continue to grow your business, whether organically or by acquisition, you will not want to miss this session!</p>	Atlantic Ballroom
11:30 – 12:30pm	<p>Challenge Your Brain – What have you learned this week? Stay until the end to win some prizes in a friendly, interactive competition! <i>Moderators: The Lotane & Associates Team, Cocoa, FL</i></p>	Atlantic Ballroom
12:30pm	Adjourn	
Enjoy the resort for the remainder of the day!		