

# MEMBER SPOTLIGHT



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### *What skills or qualities are essential for success in the credit field?*

Credit is at the intersection of soft/people skills and hard/numbers skills. However, the distinction between a good and an outstanding credit professional lies more in the former. Whether a customer pays on time, late, or not at all, especially with a financially distressed customer, depends more on relationships. The crucial balance is being seen as a partner rather than an adversary, without allowing the friendliness to be exploited. It's a thin line to walk.

