

GETTING PAID – A PRACTICAL GUIDE TO DEBT COLLECTION



This comprehensive and practical one day course covers many of the key aspects of the credit controller's job. It will enable delegates to get the complete picture so that they not only improve their knowledge, but will also learn to see the linkages between all aspects of their work. This will help them to understand priorities better and to allocate their time better between tasks, so that they become more effective in collecting cash.

WHO WOULD BENEFIT?

Suitable for all credit controllers who want to improve their knowledge of all aspects of credit and collections. It is suitable for those who are new to their role and more experienced credit controllers who have had little formal training.

CONTENT

- Understand the importance of good credit management
- Recognise your contribution to increasing company profitability and minimising risk
- Understand the legal framework and why it matters to your job
- Carry out all of the elements of the collections cycle
- Choose the best approach to get cash in using a combination of methods.
- Use the telephone to greater effect
- Decide when and how to 'get tough' with customers, including going legal
- Tackle your ledger and your customers with greater confidence
- Increase the cash you collect from customers

DURATION **1** One Day