CREDIT & DEBT MASTERS CO LTD
First Floor, CMK House
P.O.Box 12383 Boko
Dar Es Salaam
Website: www.creditdebtmasters.com
Email: Info@creditdebtmasters.com

HIGH PERFORMANCE DEBT COLLECTION COURSE

'MAXIMIZE YOUR CASH FLOWS TODAY…'

Dates: 30th-31st October 2014,

Venue: REGENCY PARK HOTEL, MIKOCHENI

Preamble:

Debt collection is a systemic part of almost any business. Handled effectively, it can mean the difference between bankruptcy and saving your business. The need to maintain and maximize positive cash flow in organizations has attributed to this powerful training course conducted by **Credit & Debt Masters Company Ltd.**

In order to achieve maximum debt recovery, an appropriate strategy outlining key processes and skills needs to be embedded. This High Performance Debt Collection course will focus on implementing and actioning the recovery of outstanding debts/accounts owing to your business. It will provide those staff responsible for this task with the appropriate knowledge and skills so that they can be more proactive and effective in collection activities and learn how to effectively collect outstanding debt without damaging the supplier-customer relationship.

Key Topics includes:

- ***Debt Portfolio Management:***

Ranking accounts to help you prioritize and determine an effective and appropriate collection strategy that yields results.

- ***Credit Control Policy:***

Establishing a collection policy that not only ensures recovery of debts, but also provides a platform from sales and invoicing to follow-up procedures in the monitoring and collection of debts, and debt management reporting.

- ***Communication Skills:***

Integrating the psychology of customers into your debt collection process and provides the upper hand in debt negotiation that not only recover the outstanding dues but also maintains the hard earned good relationship with your clients

- ***Legal aspect of Debt recoveries:***

Utilizing the legal process to recover outstanding debt by knowing how and when to invoke legal processes, avoiding legal pitfalls in debt collection and a general familiarization of the legal process in collection of debts.

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Who should attend...

Account Managers, Debt recovery Managers, Credit controllers, Accounts receivables personnel, Heads of Finance, Risk managers, Treasurers, Accountants, Lending Officers, Revenues coordinators, Chief Accountants, Collection Officers, Credit Risk Management Lawyers and operations/general managers only to mention as a few.

From these Industries:

Banking and Insurance, Utilities, Telecommunications, Manufacturing, Medical services, Ports, Legal services, Security, Media and Advertisement, Savings & Credit Cooperative Societies, Government, Micro Finance companies, Construction Companies and other services providers.

Course Facilitators:

Chief Speaker:

Zipporah N.Gikonyo is a practicing member of the Institute of Credit Management Kenya and a Member Professional Trainers Association of Kenya (PTAK). She holds a Bachelor's Degree in Education (Arts) in Accounting, Commerce and Economics and Professional Certificate in credit management (KASNEB).She has over 11 years' experience purely in credit management, having worked for Credit reference Bureau Africa as a debt collector and as a Credit Manager for Unga Group Holdings Ltd and Sameer Africa Ltd before venturing into training and consultancy. She is a hands-on practical trainer and has conducted numerous training seminars in credit management for Credit and Debt Management Ltd, Marcus Evans, Metropol Corporation, House of Sheba Ltd and won tremendous respect from past seminar participants for her knowledge and expertise on the subject of credit management.

Guest Speakers:

Advocate Edwin Mhande

Fees and Venue:

USD 350 or Tzs 550,000 per person per day covering breakfast, meals, Soft drinks, evening tea, snacks, training material, transport (from Makumbusho to Regency Park hotel and Regency to Makumbusho) and certificates.

Bank Details:

FIRST NATIONAL BANK (FNB)
Account number: USD 62484387793
TZS 62484387165
Branch: PENINSULA
Branch Code: (674-503)
Swift Code: FIRNTZTX

NATIONAL MICROFINANCE BANK (NMB)
Account number: USD 23510006551
TZS 23510006552
Branch: TEGETA
Branch Code: 235
Swift Code: NMIBTZTZ

For Enquiries & Reservations Contact

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Lucy Kiandika 0752 **655 359**
Or Send Us email on: md@creditdebtmasters.com
info@creditdebtmasters.com

'We cross the limits to maximize your cash flows…'

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COURSE CONTENT

DAY ONE:

Opening Remarks

Session One:

- Portfolio Management/Ranking of Accounts
- Process of Portfolio Risk Management
- Benefits of Portfolio Management
- Questions/Answers and Discussion

Session Two:

- Establishing a collection policy
- Contents of a collection policy
- Benefits of prompt collection
- Questions/ Answers and Discussion

Session Three

- Essential Collection Techniques
- Identifying potential delinquent accounts
- Professional collection Approaches
- Pointers for effective collection
- Questions/Answers and Discussion

Session Four

- Use of Psychology in debt collection
- Sources of Credit information
- Investigation Techniques
- Strategies to counter excuses
- Cost of Credit to business
- Questions/Answers and Discussion

Session Five

- Negotiation and Influencing skills
- Successful negotiation tips for win-win results
- Negotiation strategies
- Negotiation mistakes

DAY TWO:

Session Six

- Communication for successful debt collection
- Ways of getting attention from a debtor
- Collection tools
- Questions/Answers and Discussion

Session Seven

- Building customer relationship
- Ways of building positive relationship with customers
- Ways to motivate clients to pay
- Questions/Answers and Discussion

Session Eight

- Strategies for Improving Collection Performance
- Ways of motivating and improving staff performance
- Time Management
- Performance measures in Debt collection
- Questions/Answers and Discussions

Session Nine

- Debt Recovery through courts
- Processes, Costs, Challenges, Benefits
- Bankruptcy and Winding up

Session Ten:

- Awards of Certificates, Networking and Closing Remarks