

CREDIT CONTROL & DEBT COLLECTION

"Manage Credit Effectively and Recover Debts Efficiently to Strengthen Cash Flow and Business Stability."

Schedule

Venue (InHouse)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

Effective credit control and debt collection are crucial for maintaining healthy cash flow and financial stability in any organization. This course equips participants with the skills and strategies needed to manage credit risk, monitor receivables, and implement effective collection processes.

Participants will gain practical knowledge on credit policies, customer evaluation, debt collection techniques, and dispute management, enabling organizations to minimize bad debts while maintaining strong client relationships.

Objectives

By the end of this course, participants will be able to:

- Develop and implement effective credit control policies.
- Assess creditworthiness and set appropriate credit limits.
- Monitor and manage accounts receivable efficiently.
- Apply best practices for debt collection and recovery.
- Handle customer disputes professionally and maintain relationships.
- Use performance metrics to evaluate credit and collection effectiveness.
- Reduce financial risks associated with late payments and bad debts.

Why Attend

Managing credit effectively is vital for sustaining business liquidity and profitability. This course provides practical tools and techniques to balance credit risk with customer satisfaction, helping finance professionals and managers safeguard organizational cash flow and reduce financial exposure.

Target Audience

This course is suitable for:

- Credit Controllers and Accounts Receivable Professionals
- Finance Managers and Accountants
- Business Owners and Financial Controllers
- Collections Officers and Recovery Specialists
- Customer Relationship Managers involved in payment management

Individual Benefits

- Gain practical skills in credit assessment and debt collection.
- Enhance decision-making for credit approval and risk management.
- Improve efficiency in accounts receivable management.
- Strengthen negotiation and communication skills with clients.
- Increase professional credibility in financial management roles.

Organizational Benefits

- Minimize bad debts and late payment risks.
- Improve cash flow and working capital management.
- Enhance client relationships while enforcing payment discipline.
- Standardize credit policies and collection procedures.
- Build in-house expertise for efficient financial operations.

Instructional Methodology

- Instructor-led interactive sessions and workshops
- Real-world case studies on credit management and debt recovery
- Group exercises on credit evaluation and collection strategies
- Role-play scenarios for client negotiations and dispute handling
- Continuous feedback and practical problem-solving exercises

Course Outline

- Module 1: Introduction to Credit Control and Debt Collection
- Module 2: Credit Policy Development and Implementation
- Module 3: Assessing Customer Creditworthiness
- Module 4: Accounts Receivable Monitoring and Management
- Module 5: Debt Collection Techniques and Best Practices
- Module 6: Handling Customer Disputes and Negotiations
- Module 7: Legal Considerations in Debt Recovery
- Module 8: Using Performance Metrics for Credit and Collection Effectiveness
- Module 9: Technology and Tools for Efficient Credit Management
- Module 10: Capstone Project – Designing an Effective Credit Control & Collection Strategy

Certification

Upon successful completion, participants will receive a Certificate in Credit Control & Debt Collection, demonstrating their ability to manage credit risk, optimize cash flow, and implement effective debt recovery strategies.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training

Interested in running this course for your team?

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