MAWA EVENTS

Address: No. 857, Block A2. Leisure Commerce Square - No 9., 46150 Petaling Jaya, Selangor, Malaysia

Phone: +601116373203 | **Email:** info@mawaevents.net

MANAGING THE COLLECTIONS AND CREDIT CONTROL TEAM

"Optimize Credit Management, Reduce Outstanding Debts, and Lead High-Performing Collections Teams."

Schedule

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

Introduction

Effective credit management and collections are vital for maintaining healthy cash flow and minimizing financial risk. This course is designed for managers and team leaders responsible for overseeing collections and credit control operations. Participants will learn strategic and practical techniques to lead teams, manage credit risk, and ensure timely recovery of receivables.

Through interactive sessions, case studies, and practical exercises, participants will gain insights into team management, customer communication, performance monitoring, and dispute resolution, enabling them to maximize collection efficiency while maintaining positive customer relationships.

Objectives

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

- Understand the principles of credit control and debt management.
- Lead and motivate collections and credit control teams effectively.
- Develop strategies for managing overdue accounts and minimizing bad debts.
- Implement structured credit policies, procedures, and internal controls.
- Monitor team performance using KPIs and analytics.
- Resolve disputes and maintain professional relationships with customers.
- Apply best practices in collections management and reporting.

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Why Attend

Strong credit control and collections management directly impacts organizational cash flow, profitability, and financial stability. This course equips managers with the leadership, analytical, and operational skills needed to optimize team performance, reduce overdue accounts, and improve overall credit management efficiency.

Target Audience

This course is suitable for:

- Credit and collections managers
- Finance managers and team leaders
- Accounts receivable professionals
- Risk and credit analysts
- Anyone responsible for managing collections, customer credit, or accounts receivable

Individual Benefits

- Enhance leadership and team management skills in a credit control environment.
- Learn effective strategies for reducing overdue accounts and improving cash flow.
- Gain practical knowledge in dispute resolution and customer communication.
- Improve analytical skills using credit data and performance metrics.
- Increase professional credibility and effectiveness in managing collections teams.

Organizational Benefits

- Improve cash flow and reduce bad debts.
- Streamline credit control processes and enforce consistent policies.
- Enhance team productivity and performance in collections.
- Strengthen customer relationships while ensuring compliance with credit terms.
- Build in-house expertise in credit management and collections operations.

Instructional Methodology

- Instructor-led interactive sessions
- Real-world case studies of credit and collections scenarios
- Role-playing and team management exercises
- Practical workshops on KPIs, reporting, and dispute resolution
- Continuous feedback, Q&A sessions, and applied problem-solving

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Course Outline

Module 1: Introduction to Credit Control and Collections Management

Module 2: Leading and Motivating High-Performing Collections Teams

Module 3: Credit Policies, Procedures, and Risk Management

Module 4: Strategies for Managing Overdue Accounts and Reducing Bad Debt

Module 5: Customer Communication and Dispute Resolution Techniques

Module 6: Performance Monitoring Using KPIs and Analytics

Module 7: Reporting and Documentation Best Practices

Module 8: Team Workshops – Role Plays and Problem-Solving Exercises

Module 9: Case Studies – Real-Life Credit Management Challenges

Module 10: Capstone Exercise – Managing a Collections Team for Optimal Results

Certification

Upon successful completion, participants will receive a Certificate in Managing the Collections and Credit Control Team, validating their ability to lead collections teams effectively, manage credit risk, and optimize accounts receivable processes.

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? Please contact us:	TEL: **+601116373203**	EMAIL: **info@mawaevents.net**

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