Credit Control

Learn how to collect payment more quickly and avoid bad debts.

Who would benefit from attending?

Those new to the role of debt collection, and experienced controllers who wish to learn new techniques.

Course Objectives

This inter-active course will increase confidence and skills for delegates, through many practical and challenging exercises.

Course Content

- How to Win Friends and Influence Accounts Payable people.

- Company Searches – Ins and outs from cost and time to PLC and Ltd.

- Being ready to identify and handle your different customer types – those who can pay you but will keep you waiting – those who would like to pay you but unfortunately can't – those who simply don't want to pay you at all.

- Invoices and Statements: The Why, Where, When, What, How, Who!

- Learning shortcuts to success, building a dialogue, reducing the number of communications you send.

- Debt Collection by phone. A strategy that speeds things up and gets better results.

- Learn how to overcome the signals that portend trouble ahead. The believable excuses, the Unbelievable excuses, the Objections, the "cheques in the post, my dog ate the invoice." Stop lists, some useful legal procedures and other tactics.

- A useful list of Names, Addresses and Glossary of Related Terms.

Key Benefits

1. Meaningful practical exercises.
2. Expertise you can take away and use immediately.
3. Back-up refresher notes that are easy to follow.
4. Training on your own premises or open scheduled courses.