



Debt
Collection



Advanced Debt Collection Tactics and Strategies



1 Day Course



Classroom or Virtual
Blended Training



About the Course

 **Classroom:** R 4, 650 Excl. VAT | **Virtual Training:** R 3, 940 Excl. VAT

In the pursuit of keeping debtor days and bad debt to the minimum, it is important to keep all members of the debtors department up to date with the latest in collection techniques and trends in the industry, regardless of how long they have been doing the job.



[View Public Dates](#)



1 Day



Accessible from any Location on any Device



Certificate of Attendance

This 1 day **Advanced Debt Collection Tactics and Strategies** course will give more experienced collectors an objective view of their work and provides a much needed insight into how other companies are successfully increasing their collection success and lowering their debtor's days.

This course puts the collection process into the wider business perspective and focused on hard to collect debt and issues surrounding potential bad debt signals and situations, allowing more contribution to overall company success.

What you will learn

- Understanding the developing role of receivables in the total business process
- Working within your company's credit policy – are there ways of making it work for you?
- Collecting large debt – proactive collection planning as the key that unlocks the payment problem
- Collecting difficult debt – situations when you need to apply negotiation techniques and conflict resolution skills to identify and solve the problem
- Innovative collection timing strategies – how to ensure your debt is “first in line” for payment
- Advanced use of client profiling – aligning your approach to the personality of the person you are dealing with
- Watching out for the “criminal debtor” – spotting the danger signals in time
- Keeping them honest – proven strategies to ensure debtors honour their commitment to pay

Who should attend

This course will give more experienced credit controllers they information they need to refine and further improve their practical collection skills.

Previous delegates include:

Debt and Credit Managers, Financial Managers and Directors, Credit Controllers, Accounts Officers, Bookkeepers, Accountants, Admin Assistants, Credit Supervisors, Debtors and Creditors Clerks, Internal Auditors, Accounts Support Staff and Small Business Owners.



“I found the course very interesting with a lot of useful tips that I can implement in my job. The skills I've picked up will help me dealing with different types of debtors.”

- **Regional Legal Credit Control Clerk,**
MIBCO

Course Programme Agenda

The Role of Receivables in the Business Process

- Understanding the business – from initial contact to settlement discounts
- Key decision-makers in the Debt Collection Process
- Terms of sale and characteristics of credit

Credit Policies that Work

- The key elements of a credit policy
- How companies utilise credit policies
- Setting conditions when an account will be stopped or held for review
- Raising interest as a discipline tool
- Final demands, letter of demand etc.

Successful Collection Planning

- Clarify your purpose, and keep it in mind
- Familiarising yourself with the debtor's business
- Establishing best time and best person to contact
- Why the "large debt" collection process is different

Negotiation and Conflict Resolution During Collection

- The problem identification process
- Establishing your positions and fall backs
- Negotiation tactics you can use over the telephone
- Defusing angry or defensive people
- The importance of active listening

Collection Timing Strategies

- Understanding how the debtor assigns payment priorities
- Moving your own company to the top of the payment priority list
- Keeping the pressure up
- How not to clash with debtor's priorities

Developing a Profile of your Client over the Telephone

- The four categories of customers
- Personality types –from difficult to abusive
- The effects of age and experience
- The range of excuses you can expect from each type
- Satisfying debtor's wants and needs

Debt Collection in Difficult Situations - Case Studies

- Creative ways to discover the real reason for non-payment
- Successful methods used to negotiating alternate payment methods
- How companies have gained debt commitment

Bad Debt Warning Signals

- Creative ways to discover the real reason for non-payment
- Successful methods used to negotiating alternate payment methods
- How companies have gained debt commitment

Dealing with the Criminal Debtor

- Planned debt – Dealing with the Con Artist
- Unplanned debt – Handling the Opportunist
- Locating disappearing debtors

Ways of Securing Payment

- Creative solutions to payment problems
- Investigating the use of part payments
- Offering a settlement discount
- Levying an overdue interest
- When all else fails: using collection agencies and lawyers letters

Ensuring Debtors Honour their Commitments

- Cultivating a relationship with your contact
- Getting it down on paper – memory alone can prove disastrous
- Setting up alternative ways to recoup funds
- Taking control of the follow up



Short Course Training Formats

We offer 2 Short Course Training Formats, to fit in with your staff development and upskilling objectives.



Public Training

Public training is the ideal choice to develop a specific skill, and it gives employers the opportunity to pre-plan staff training in advance. Every month, we pre-schedule various short courses for the public.

*Classroom training (Johannesburg only) and Blended / Virtual Training (nationwide) is available.



Onsite / In-House Training

Have a group of delegates and want a tailored organisation-specific training solution? Onsite training is the perfect choice! We can customise your staff training to meet your organisation's needs on a date and at a venue that suits you.

*Classroom training (nationwide) and Blended / Virtual Training (nationwide) is available.

Blended training is available on these popular platforms:



Benefits of this Short Course



Staff Acquire Vital Skills



Increases Efficiency and Productivity



Motivates and Empowers Staff



Future-Proofs your Workforce's Abilities



Immediate Impact on Job Performance



Can lead towards a Competitive Advantage



Can Count towards your B-BBEE Score



Provides a Great Networking Opportunity

Features of this Course



Accessible from any Geographic Location



Expert Facilitators



Practical and Intensive Sessions



Researched to Meet Workplace Demands



Skills you can 'Plug-and-Play' into the Workplace



CBM On-Demand

Training when YOU need it!

No public training short course scheduled on a date when you need it most? No problem. With **CBM On-Demand** we can schedule any course you want, for as many delegates as you need, when YOU want to!

All you need to do to arrange your 'On-Demand' course is to get in touch with us on (011) 454 5505 or email cassidy@cbm-training.co.za. Let us know what your skills development requirements are and we will then arrange your On-Demand course, when YOU need it.



Interested? Here's the Next Step



SIGN UP NOW AND SECURE YOUR PLACE

1. [Click here](#) to register online.
2. Select the training methodology you prefer and the date you would like to attend.
3. Click "make a booking" and fill out the quick online registration form.
4. Choose your payment method to finalise the booking and pay via EFT or credit card.

OR

Click on the buttons below to get a cost estimate before booking.

[Work out a Cost Estimate](#)

[Request a Quotation](#)



HAVE ANY QUESTIONS?

Our professional customer support team is eager to assist and provide you with comprehensive advice and recommend effective skills training solutions.

[Click here](#) to start a live chat with an agent *(available during business hours only)*.

Alternatively, call us on +27 (0)11 454 5505 or email info@cbm-training.co.za.

ACCREDITATION AND B-BBEE



CBM Training holds full institutional accreditation status with the Services SETA – accreditation number 0057.



CBM Training has a B-BBEE Level 2 certificate. We have been evaluated and audited by the BEE Verification Agency.

GET IN TOUCH

+27 (0)11 454 5505

info@cbm-training.co.za

www.cbmtraining.co.za

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