



## Credit Control

### Course Objectives:

As a foundation in Credit Control this highly practical workshop provides the opportunity to gain valuable knowledge and skills regarding the key fundamental activities of the credit control function.

It can also easily be enhanced to accommodate those who already have some knowledge of credit and collection procedures, but who would like to develop their skills further.

### Course Content:

The course covers the following topics:

- Introducing and objectives
- What is Credit Control
- Measuring Credit Control and individual performance
- Collecting debt
- Telephone techniques
- Reasons for non-payment
- Listening & questioning techniques
- Dealing with difficult payers
- Credit limits, vetting & using agencies
- Legal collections

On successful completion of the course, delegates will receive a Certificate of Attendance.

### Who Should Attend?

Those new to credit control, or with limited experience, who want to develop their knowledge of credit and collections procedures.

**Duration:** 1 day

