

MSC Computer Training

Training Course Specification

Course: Credit Control

Duration: 6 hours

Aims and Objectives of the workshop

To provide an understanding the importance of using credit control systems.

At the end of this workshop delegates should feel more confident about the procedures that can be used to obtain payment from debtors.

Who Should Attend:

People who work in a credit control environment where collection of debt is of prime importance

Experience needed:

This course assumes no previous experience of credit control methods and procedures

Course Content¹

What does the term credit control mean

How to use Psychology to improve chase up calls, word collection letters and motivate yourself

Improving Confidence and knowledge

Using Communication skills in letters, telephone calls

Credibility

How to deal with excuses using logic and reversal of arguments

Influencing factors

Measuring performance

Using solicitors and the courts

Methods of Credit checking

Stress Management

The implication poor credit control on cash flow, liquidity and the cost of financing credit

Factoring – what is it?

¹ You can choose from the list to create your own course