



2-Day intensive program on:

Professional Credit Management And Debt Recovery Skills

12-13 May 2009 | JW Marriott Hotel Kuala Lumpur

INTRODUCTION

How much would it be worth to you to have the professional debt recovery skills necessary to get the job done the way you know it can be done? Can you even put a dollar amount on it? After all, for years you've been losing cash because of receivables that age until they are either written off or returned to your clients.

Sure, you had every intention of getting them resolved, but both you and your staff just didn't practice the professional credit control and debt recovery techniques that pros have used for years to maximise cash flow with minimum effort.

However, that was yesterday because...

Now you can enhance your debt recovery negotiation skills in a hard-hitting practical skills training workshop that's designed to produce the expertise that you require!

This intense two-day course is designed to build the skills that every professional needs - in the exact order that ensures learning, retention and performance. Learn proven practical debt recovery negotiation skills in a sequence that has proven to be on target with developing confident, skilled debt recovery negotiators.

FOCUSING ON

- Introduction To Credit Policy And Control
- Common Difficulties
- Listening Skills
- Interpersonal Skills
- Meeting Customer Needs
- Getting Results
- Litigate Or Negotiate?
- Speaking Skills
- Questioning Skills
- Negotiating Skills
- The Effective Collection Call
- Personal Action Plan

WHO SHOULD ATTEND

This practical professional skills workshop is designed to help participants build confidence and develop the necessary proficiency and techniques in order to collect an overdue account whilst continuing a profitable relationship with the customer.

This course would be of great benefit to:

- Directors
- Managers
- Accountants
- Finance and Administrative Managers & Executives
- Financial Controller
- Credit Controllers
- Company Secretaries
- Bankers
- Financial Planners
- Business Entrepreneurs

METHODOLOGY

- Lectures
- Group Discussion
- Practical Workshop

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