

Credit Management and Collections Techniques

General Objectives:

This course aims to optimize your Collection Management, for the sustainability of the treasury, and its accomplishment without resorting to the judicial route.

Specific Objectives:

At the end of this Course participants will know how to:

- Charge without losing customers;
- Identify the possible objections to payment and the most effective response arguments;
- Negotiate with different types of debtors and reach payment compromises;
- Detect the Warning Signs regarding possible debtors;
- Recognize the "constraints" to collection within the company;
- Interdepartmental Management for the effectiveness of collection.

Recipients:

This course is directed to all those who need to optimize their Collection Management, for the sustainability of the treasury, and its effectiveness without resorting to the judicial route.

Duration

14 Hours

Program Content

Module I - Optimizing your Collections Management, avoiding the Judicial Route

- Framework: Typical Causes of Non-fulfillment of Obligations;
- Exogenous to the Creditor;
- Endogenous to the Creditor.

Module II - Types of Collection: Advantages and Disadvantages

- Postal Collection: the Letter of Credit Claim;
- Telephone Collections: Steps, Equipment and Logistics;
- Personal Collections: Requirements and Tools;
- Indirect Collections: the Credit Control;
- Outsourced Collections: Branches and Call-Centers;
- Contentious Collection: the Injunction Procedure, the Declaratory Process, the Executive Process (remission).

Module III - Collections Prevention

- Financial and Commercial Incentives;
- Legal Cautions;
- Collection of relevant Personal Data;
- Payment and Invoicing Models.

Module IV - Collection Planning

- Definition of Customer Types;
- Definition of Segmented Collections Procedures;
- Basic Definition of Collections Objectives.

Module V - Collection Enforcement

- Substantive Aspects: Typical objections and their contradiction;
- Behavioral Aspects: Posture, Voice Technique, Paralinguistic Language; Vocabulary to use and avoid; Active Listening; Pause Management.

Module VI - Extrajudicial Credit Recovery

- The Sale of the Collection;
- Payment Agreement;
- Methods of Conversion of Uncollectible: "Paying without Paying";
- Factoring;

- Confirming.

Module VII - Pre-Contentious Collection

- Pre-Litigation Collection Measures: Injunction Procedure.

Module VIII - Contentious Collection

- Phases of the Declarative and Executive Processes.