



credit professionals making a difference

PRESENTS

# DEBT COLLECTION WORKSHOP

25-27 October 2017



### COURSE HIGHLIGHTS

- \* Fundamentals of Credit
- \* Credit Management's Contribution to Profit
- \* Credit Appraisal & Assessment
- \* Personal Effectiveness as a Credit Practitioner
- \* Assertive Debt Conversations
- \* Psychology of Collections
- \* Debt Collection Strategies
- \* The Relationship Between Marketing & Debt Collection
- \* Managing Outsourced Collection Services
- \* The place of legal proceedings in the collection process

## WHO SHOULD ATTEND?

Credit Controllers, Credit Officers, Debt Collectors, Microfinance Practitioners, Personnel in Finance & Administration, Property Managers, School Administrators, Local Authorities, Entrepreneurs, Graduates aspiring to pursue a career in Credit & others interested in Credit Management and Debt Collection.

**Time:** 0830hours - 1630hours  
**Venue:** Management Training Bureau (MTB), Msasa, Harare  
**Investment:** Members \$200 per delegate  
 Non-Members \$220 per delegate (includes training materials, certificate of participation, teas & lunch)  
**Banking details:** 03024364720019, LA Associates, CBZ Westgate

### For More Info & Registration:

**Call or Whatsapp:** +263 779 069 632, +263 772 973 546, +263 717 606 598, +263 715 243 566  
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Enhancing success in collections all the way!