

# CREDIT CONTROL AND DEBT RECOVERY



International School  
*Of* Management

— UNLOCKING KNOWLEDGE —

# INTRODUCTION



This course is designed specifically to help improve both the credit management and remedial skills of individuals responsible for managing credit risk assets. Our specialist faculty in relevant subject areas uses practical examples and case studies to show how to manage credit resources and use debt collection techniques that really work.

It is our underlying philosophy that if credit and collection staff don't understand how risk appetite framework relates to them, then their employers do not have a very good risk appetite framework. Why? Because one of the primary goals of such a framework is to connect the day-to-day activities of staff with the Board- approved risk appetite.

Through this course, we identify effective activities of the more sophisticated firms in articulating and communicating their risk appetite in both financial and non-financial terms, giving clear direction on how to manage conducts and reputational risk as well.

This programme is relevant to all those involved in giving credit and recovering debt – finance, sales and customer services staff as well as credit control and debt collection teams. A thoroughly practical three-day course – intensive but presented in a stimulating manner that encourages discussion, skill development and effective learning.

Within the overarching risk management strategy of credit firms, the collections strategy is both clear and detailed:

the desired outcomes are specified in a variety of consistent ways and not just in terms of Naira amounts collected.

Therefore, we adopt methods tested and trusted by advanced firms in teaching delegates how to break down the desired outcomes of their strategies by segment and also by customer outcomes. Done properly, collections staff will understand how they contribute to the firm's overall risk appetite objectives. If individuals responsible for credit control and recovery are adequately informed and trained to recognise the overall corporate risk objectives, Board and management will be able to adequately review and challenge the collections team's performance in a balanced way by measuring not just the amount collected but also the outcomes that customers are receiving.

Basic to intermediate Microsoft Excel spreadsheet is required for this course otherwise delegates are advised to understand Basic Excel Skills course prior to being registered on this course.

# LEARNING OBJECTIVES



This programme will help participants to:

1. Understand the Nigerian credit environment and evaluate risks
2. Appreciate the workings of the credit bureau system and its limitations
3. Understand the strength and weakness of Finance Bill for credit business
4. Identify credit risks and determine the best ways to mitigate against them
5. Understand debtors psychology and communicate with them effectively
6. Grow healthy credit portfolio and reduce bad and doubtful debts
7. Increase follow up and recognise potential or imminent default
8. Improve effective telephone and writing skills
9. Appreciate the key legal issues surrounding credit business
10. Learn the strategies to track down and commit the 'gone aways'
11. Improve on both collection rates and their effectiveness

# COURSE OUTLINE

## **1. Giving credit and controlling them**

- Analysis of credit application
- The benefits when you get it right
- The cost of getting it wrong
- The importance of making the right 'first impression'
- Assessing personal communication style and how this affects your results
- How do you (or might you) look in the debtor's eyes? What would you like to change?

## **2. Repayments, Processes & Relationship**

- Repayment Design & Monitoring
- Changes in terms and conditions
- Monitoring changes in debtors profile
- Some Credit Control Systems
- Regulations and legal implication

## **3. Analysing debtors correctly**

- Types of debtor
  - The delaying debtor
  - The genuine debtor
  - The cashflow or hardship problem debtor
  - The ones who never intended to pay
- Spot the most common reasons and excuses for non-payment – and learn how to deal with them

## **4. Understanding debt recovery and the law**

- Data protection issues
- County Court suing enforcement methods
- Human rights and debt recovery
- Retention of title matters

# COURSE OUTLINE

## **5. Telephone skills for debt recovery**

- A 7-point plan which works every time
- Learning by example: listening to and analysing some pre-recorded (or live) collection calls
  - What was done well?
  - What should have been done differently?
  - Did the collector recognise opportunities?
  - Did the collector create opportunities where seemingly none existed?
  - Did the collector negotiate well or not at all?

## **6. Writing skills for debt recovery**

- Key phrases to avoid
- What to include
- A sample letter which gets results in over 90% of cases

## **7. Tracking down the 'gone aways'**

- A unique debtor-tracing plan
- Why spend money on external tracers when you can find those 'gone away' debtors for yourself?

## **8. Debt Collection, Handling & Negotiation**

- The traps to avoid
- Key personal learning points

# REGISTRATION & ENQUIRIES

**Duration :** 3 days

**Registration :** N10, 000 (non-refundable)

**Tuition :** N200, 000 only

**FOR FURTHER ENQUIRIES, PLEASE CONTACT:**

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**PLEASE MAKE CHEQUE AVAILABLE TO  
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