



Postgraduate School of Credit And Financial Management

...we bake and supply credit management professionals

Director: Prof Chris Onalo (08034030160)

WEEKEND CREDIT MANAGEMENT EXECUTIVE PROGRAMME FOR SENIOR OFFICERS, SUPERVISORS, AND LINE MANAGERS

Lecture Topic:

Contemporary Techniques for A Successful Recovery of Corporate Debts

Class Engagement Synopsis:

- Understanding the developing role of receivables in the total business process
- Working within your company's credit policy– are there ways of making it work for you?
- Collecting large debt – proactive recovery strategic planning as the key that unlocks the payment problem
- Strategic ways to deal with difficult debt – situations when you need to apply negotiation techniques and conflict resolution skills to identify and solve the problem
- Innovative recovery timing strategies – how to ensure your debt is “first in line” for payment
- Advanced use of client profiling – aligning your approach to the personality of the person you are dealing with
- Watching out for the “criminal debtor” – spotting the danger signals in time
- Keeping them honest – proven strategies to ensure debtors honour their commitment to pay

Objective:

The one day course is designed to give more experienced corporate debt recovery professionals an objective view of their work and provides a much needed insight into how other corporates are successfully increasing their recovery success and lowering their debtor's days. This course puts the recovery strategies into the wider business perspective and focus on hard to collect debt and issues surrounding potential bad debt signals and situations, allowing more contribution to overall corporate success.

Speaker's Brief Profile

Edwin Idegwu, FICA

- Holds BSc. Economics Second Class Upper, and M.Sc. Monetary Economics, Acquired International Executive PGD in Credit Management from the prestigious London Postgraduate Credit Management College (LPCMC) UK.
- A professional Banker, Public Speaker in Risk Management and Credit matters, a Credit Risk & Recovery/Remedial Management Consultant.
- Worked in several Banks at different levels including Head of Risk Management, Relationship Manager and Group Heads of Multinational & Other Corporate, Regional Manager Ikeja (Corporate), Chief Regional Credit Manager and Regional Coordinator for Lagos and West (Recovery/Remedial Management).
- Currently involved in financial and management consulting outfits providing Risk Management and Debt Recovery Solutions to various clients; Structuring of financial transactions, Turnaround Management, Project Management and Advisory assistance.

Damian Orizu, FICA

- Holds Ph.D (Risk Management) – London School of Credit Risk Management, MBA International Finance, M.Sc Business Administration, and B.Sc Accounting.
- A professional Banker with several years of experience in strategic formulation and implementation on a bank wide scope.
- Worked in several Banks at different levels including Senior Manager, Manager, Deputy Manager and Assistant Manager.
- Currently working in Debt Recovery Department.

Class Date:

Saturday, September 15, 2018

Time:

10am to 3:30pm

Programme Fee

N120,000.00 per participant

Payable to Postgraduate School of Credit & Financial Management

Account No: 0492002833, Ecobank

0017345651, Access Bank

0419647541, GT Bank

0005290746, Union Bank

2000587530, First Bank

Class Venue:

ICA Lecture Room:

213, Igboere Street, 4th Floor, Lagos Island, Lagos.

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Contemporary Techniques for A Successful Recovery of Corporate Debts

Course Programme

The Role of Receivables in the Business Process

- Understanding the business –from initial contact to final settlement
- Key decision-makers in the Debt Recovery Process
- Terms and characteristics of credit

Credit Policies That Work

- The key elements of a credit policy
- How companies utilise credit policies
- Setting conditions when an account will be stopped or held for review

Successful Recovery Planning

- Clarify your purpose, and keep it in mind
- Familiarising yourself with the debtor's business
- Establishing best time and best person to contact
- Why the "large debt" recovery process is different

Negotiation and Conflict Resolution During Recovery Action

- The problem identification process
- Establishing your positions and fall backs
- Negotiation tactics you can use over the telephone
- Defusing angry or defensive management of the debtor-company
- The importance of active listening

Debt Recovery Timing Strategies

- Understanding how the debtor assigns payment priorities
- Moving your own company to the top of the payment priority list
- Keeping the pressure up
- How not to clash with debtor's priorities



Developing a Profile of Your Client Over the Telephone

- The four categories of customers
- Personality types - from difficult to abusive
- The effects of age and experience
- The range of excuses you can expect from each type
- Satisfying debtor's wants and needs

Corporate Debt Recovery in Difficult Situations - Case Studies

- Creative ways to discover the real reason for non-payment
- Successful methods used to negotiating alternate payment methods
- How companies have gained debt commitment

Bad Debt Warning Signals

- Spotting changes in payment patterns
- Other more subtle warning indicators
- Implementing limit checking and payment monitoring
- Understanding the real cost of a bad debt

Dealing With the Criminal Debtor

- Planned debt –Dealing with the Con Artist
- Unplanned debt –Handling the Opportunist
- Locating disappearing debtors

Ensuring Debtors Honour Their Commitments

- Cultivating a relationship with your contact
- Getting it down on paper –memory alone can prove disastrous
- Setting up alternative ways to recoup funds
- Taking control of the follow up