

Total solution to non performing debts

Reduction of cash flow stress

KENYA SCHOOL OF CREDIT MANAGEMENT

ST. GEORGES HOUSE 4TH FLOOR, PARLIAMENT RD (OPP PROFESSIONAL CENTRE)

P.O. BOX 54340 – 00200, NAIROBI, KENYA

TEL: 317872/2212753, 0720-100655, 0722-635902

WEBSITE www.creditschoolmanagement.net



RE: CREDIT/DEBT MANAGEMENT AND COLLECTION TRAINING
21ST & 22ND MARCH 2019

INTRODUCTION

Kenya School of Credit Management is an Institution of its own kind in Kenya. We train people in the latest tools to manage **CREDIT/DEBTS AND CONVERSION OF THE SAME** into **MONEY**. We are registered with the **Ministry of Education** and **National Industrial Training Authority (NITA)**. Our Career Development Programme is examined by **KASNEB**, one of the leading and most recognized examination bodies in Kenya.

We shall be running a credit/debt management and collection workshop at the **Laico Regency Hotel** on **21st & 22nd March 2019**

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The cost is **34,000+VAT per participant (Accommodation excluded)**

Please nominate your participants using the attached nomination form

For more details contact:

CCP Joseph Muiruri
Credit/Debt Consultant
Kenya School of Credit Management
Office - +254 020 3317872
Cell) - +254 722 635 902
Email jmuiruri@creditschoolmanagement.com
Website <http://www.creditschoolmanagement.net>

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CREDIT/DEBT MANAGEMENT AND COLLECTION TRAINING
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Course outline

- The path to quality credit customers.
- Interpretation of the information from prospective credit customers into credit values.
- Reaching the right credit limits on credit business customers.
- Monitoring and control the credit business customers.
- Methods and procedures of collecting money from the credit business customers.
- Formulae leading to success in credit/debt management.
- The cardinal laws of credit/debt management.
- Key performance measures in the credit business.
- Qualities of the credit management staff.
- The credit policy and application to the credit business.
- Legal aspects in the credit business.
- Problems of collections and possible solutions. (case studies)

Credit/Debt management drivers-

- Effective communication skills.
- Public relations & image management as tools of collections.
- Interpersonal communication

Commercial conclusion of debts-

- Dealing with unmanageable debts
- Debts and third party collections
- Open discussions on debt problems

THIS COURSE IS A MUST FOR:

- ✓ Credit Managers
- ✓ Risk managers
- ✓ Credit controllers
- ✓ Credit card officers
- ✓ Debt managers
- ✓ Co-operative officers
- ✓ Microfinance officers
- ✓ Leasing officers
- ✓ Asset finance officers
- ✓ Hire purchase officers
- ✓ Mortgage managers/officers
- ✓ Credit officers
- ✓ Account managers
- ✓ Debt collectors
- ✓ Sales ledger administrators
- ✓ Accountants.
- ✓ Sales/Customer Care/ Service Staff
- ✓ Marketing staff
- ✓ All in the lending sector
- ✓ Any other staff handling credit

P. K. KAIRU
DIRECTOR OF STUDIES