



MACM

MALTA ASSOCIATION OF CREDIT MANAGEMENT

MACM Training Programme

Effective Telephone Techniques in Cash Collection

(Upon request from Members, this Seminar will be held in Maltese)

6 hours duration – 2 sessions of 3 hours each

Dates:

Tuesday, 24th September 2019

Thursday, 26th September 2019

Sessions Time: 1:30pm – 4:45pm (15 minutes Networking Coffee)

www.macm.org.mt

Effective Telephone Techniques in Cash Collection

Learning Outcomes

Understand and assess the advantages and disadvantages of telephone communications for cash collections compared to other collections methods.

Explain the factors that influence the success of a collections call.

Understand the techniques for maximising the effectiveness of a collections call.

Learn how to deal professionally with various types of customers.

Comprehend how to organise calls to maximise the effectiveness and efficiency of cash collection.

Identify a variety of techniques for dealing with excuses for late payment.

Develop strategies for dealing with non-payment.

Plan and record collections calls over a period of at least a month, describing and explaining approaches and outcomes.

Identify techniques used that were successful.

Work with colleagues, where relevant, to assess how approaches and outcome have evolved based on experience and develop an action plan to improve practice.

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Fees:

MACM Members: €200.00 + VAT = €236.00

Non-Members: €275.00 + VAT = €324.50





Effective Telephone Techniques in Cash Collection

2-Lecture Workshop

Registration Form

Name & Surname	
Company Name & Address	
VAT Number <i>(For Invoicing purposes)</i>	
Phone	
Mobile	
e-mail Address	

Date of Lectures:

Tuesday, 24th September 2019
Thursday, 26th September 2019

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Non-MACM Members: €324.00 *incl* VAT

*Cheques are to be made payable to
Malta Association of Credit Management.*

Please note that this Workshop is very popular and places are limited. Registrations are processed on first-come-first-served basis.

Signature/s: _____ Date _____

MACM Training Centre 86/2, Triq ta' Mellu, Mosta MST 3785

Tel: 21423638

Fax: 21423640

email: info@macm.org.mt

website: www.macm.org.mt

The personal data of the participants, including name, telephone number, e-mail address and other details are held by the MACM Training Centre for account and order administration, to facilitate better communication, for security purposes, and subject to the provisions of the GDPR and any other applicable law.