



Australian Institute of CREDIT MANAGEMENT

Western Australian Division TELEPHONE COLLECTION TECHNIQUES 8th September 2010

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WORKSHOP OVERVIEW

Due to popular demand the Institute will be conducting this course again in 2010. This course is an interactive half-day workshop that provides participants with practical and effective techniques for improving their communication skills with a focus on the recovery of overdue accounts. Participants will be shown how to increase their levels of confidence in dealing with difficult internal and external customers.

WHO SHOULD ATTEND:

Anyone in the credit industry wanting to update their inter-personal skills, from the new staff members through to the experienced Credit Manager.

WORKSHOP OBJECTIVES:

- Understand the psychology in debt collection;
- Provide new strategies for collecting the "hard" accounts;
- Teach how to deal with common excuses for non-payment of accounts;
- Time management skills;
- How to handle the aggressive debtor;
- Provide practical telephone collection techniques.

PRESENTER: MIKE MURPHY MICM CCE

Mike Murphy is a Certified Credit Executive, has over 30 years experience in the credit industry and is currently the Group Credit Manager of BGC (Australia) Pty Ltd which has an annual turnover of over \$2.5B. He is a qualified trainer and workplace assessor as well as being responsible for the establishment and delivery of RTO courses for the WA Division. Mike is the past Australian President and Chairman of the Board for the AICM.

COURSE CERTIFICATION:

This half day workshop is recognised under the Certified Credit Executive Program (CCE) and has been accredited with 4 points.

COST: Members: \$154.00 GST Incl. Non Members: \$176.00 GST Incl.

DATE: Wednesday, 8th September 2010

TIME: 8.15 for 8.30 am start – 1.00 pm

VENUE: 36 Brisbane Street, Perth

CLOSING DATE FOR REGISTRATION IS MONDAY, 6th SEPTEMBER 2010.

NB: The person registering for the above course will be held responsible for the payment.

CANCELLATION POLICY: All cancellations are subject to 72 hours notice before the event as numbers for catering are required to be confirmed with the venue 72 hours prior to the event.

AUSTRALIAN INSTITUTE OF CREDIT MANAGEMENT

ABN 79 008 455 758

Meeting Registration - Tax Invoice M11WE402

Telephone Collection Techniques – 8th September, 2010

CCE Points = 4

First Name Surname Member Y/N

Name of Company

Telephone Email

Mailing Address Post Code

Please find enclosed cheque payment of \$.....

OR

I wish to debit my credit card \$ **Please note: All credit card payments are subject to a 3% surcharge**

Visa/MasterCard/Amex/Diners#.....Expires.....

Cardholders Name (Printed)..... Signature.....

OR

EFT payment – Bank details as follows: (please quote name/tax invoice #)

Commonwealth Bank, Artarmon NSW - BSB: 062 104 Account: 1003 9560

Personal details will remain in confidence and in accordance with the Australian Institute of Credit Management's privacy policy

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