



Learning Services

Developing Your Workplace

Certificate IV in Financial Services, component 4 (Elective component)

When it comes to money, people can become very defensive, emotional and possessive. This requires excellent communication and negotiation skills by the credit professional. By encouraging and developing proactive problem solving skills for credit professionals when dealing with disputes and how well and how professionally they are handled will reflect on both your Aged Trial Balance as well as on the reputation of your organisation.

2 day program

Topics to be addressed include:

Customer Service

- Developing a Customer Service Strategy
- The Steps to Implementing a Service Strategy
- Dealing with Difficult Customers
- Resolve External Disputes and Complaints

Resolve Disputes

- Steps to establish that a dispute exists
- Skills for dispute resolution
- Negotiation strategies
- Finalising the dispute

Communicating in the Workplace

Team Effectiveness

- Establishing Team Outcomes
- Building a Cohesive Team
- Maintaining Team Participation

SYDNEY

20th & 21st May 2010

Four Points by Sheraton
161 Sussex Street, Sydney

BRISBANE

11th & 12 November 2010

Tattersalls Club
215 Queen Street, Brisbane

MELBOURNE

11th & 12th November 2010

Hilton on the Park
192 Wellington Pde., East Melbourne

AUSTRALIAN INSTITUTE OF CREDIT MANAGEMENT

ABN 79 008 455 758

AICM Learning Services – Level 3, 619 Pacific Highway ST LEONARDS NSW 2065

Telephone: 02 9906 4563

Fax: 02 9906 5686

Email: education@aicm.com.au

Web: www.aicm.com.au



REGISTRATION FORM

Please fax your completed registration form to 02 9906 5686 or email education@aicm.com.au

First Name Surname

Company

Mailing Address Post Code

Telephone Fax Mobile

Email

Will you be undertaking this training under a Traineeship arrangement? Tick box if under 18yrs

Special dietary requirements..... For other special requirements contact AICM

Emergency contact number..... Name of person to be contacted.....

AICM Member \$1020 (GST exempt) Non Member \$1240 (GST exempt)

Developing your Workplace – Cert IV, component 4

SYDNEY
 20th & 21st May 2010
Four Points by Sheraton
 161 Sussex Street, Sydney

BRISBANE
 11th & 12 November 2010
Tattersalls Club
 215 Queen Street, Brisbane

MELBOURNE
 11th & 12th November 2010
Hilton on the Park
 192 Wellington Pde., East Melbourne

General Information

Training is conducted from 9.00 am to 5.00 pm and it is recommended that you arrive 15 mins prior to commencement. All fees are due and payable before commencement of training. Participants receive student manual and required textbooks with each component undertaken. Lunch, morning tea and afternoon teas are included in the fee.

Privacy

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

Copyright

Copyright of all materials provided rests with AICM, unless agreed otherwise in writing.

Liability

Whilst all care is taken in providing training, AICM does not accept any liability for the use made by the client or its employees or agents of any training, products, instruments or services provided.

Cancellation/Refund Policy

If any enrolment is cancelled between 7 & 14 days prior to commencement, a refund of 50% will be made. Cancellations received less than 7 days before commencement are non refundable. Any course may be cancelled by AICM if insufficient participants are registered and a full refund will be made in such cases.

Payment methods

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

OR Please note: **All credit card payments are subject to a 3% surcharge**

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

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

OR EFT payment (please quote name)
 Bank details as follows: **Commonwealth Bank, Artarmon NSW BSB: 062 104 Account: 1003 9560**

OR Invoice - Student Signature

* Company *Person responsible for payment - Signature Print name

A tax invoice/receipt will be emailed or sent to the above address.

AUSTRALIAN INSTITUTE OF CREDIT MANAGEMENT

ABN 79 008 455 758

AICM Learning Services – Level 3, 619 Pacific Highway ST LEONARDS NSW 2065

Telephone: 02 9906 4563

Fax: 02 9906 5686

Email: education@aicm.com.au

Web: www.aicm.com.au