

€ TRAINING

Advanced Debt Collection Management and
Risk Mitigation



18 - 22 November 2024
Kuala Lumpur (Malaysia)



Advanced Debt Collection Management and Risk Mitigation

REF: F2786 DATE: 18 - 22 November 2024 Venue: Kuala Lumpur (Malaysia) - Fee: 5300 Euro

Introduction:

Effective debt collection is crucial for maintaining the financial health of businesses. This training program is designed to equip professionals with cutting-edge strategies and in-depth knowledge in managing debt collection processes, negotiation techniques, and navigating legal complexities.

Program Objectives:

By the end of this program, participants will be able to:

- Master advanced debt recovery strategies and techniques.
- Develop skills to manage complex negotiations with debtors.
- Understand and apply legal frameworks and compliance requirements in debt collection.
- Optimize communication and dispute resolution processes for effective collections.
- Analyze financial risks and implement strategies to minimize potential losses.

Target Audience:

- Senior credit controllers.
- Debt collection managers.
- Financial managers and directors.
- Credit risk analysts.
- Legal professionals working in debt recovery.

Program Outlines:

Unit 1:

Advanced Debt Recovery Strategies:

- Strategic Planning for Debt Recovery.
- Identifying High-Risk Debtors.
- Implementing Collection Tactics.

- Working regularly with Third-Party Collection Agencies.
- Maximizing Recoveries from Difficult Debtors.

Unit 2:

Legal Frameworks and Compliance in Debt Collection:

- Understanding Debt Collection Laws.
- International Standards and Regulations.
- GDPR and Data Protection in Collections.
- Litigation and Legal Action in Debt Recovery.
- Ethical Debt Collection Practices.

Unit 3:

Financial Risk Analysis in Debt Collection:

- Techniques of assessing Financial Health of Debtors.
- Credit Risk Scoring and Modeling.
- Managing Bad Debt Provisioning.
- Cash Flow and Liquidity Management.
- Cost-Benefit Analysis of Debt Recovery Efforts.

Unit 4:

Negotiation and Communication Skills for Debt Recovery:

- Advanced Negotiation Techniques.
- Managing Debtor Objections and Refusals.
- Conflict Resolution in Debt Collection.
- Communication Strategies for Collections.
- Cultural Sensitivity in Global Debt Recovery.

Unit 5:



Technology and Automation in Debt Collection:

- Automation Tools for Debt Recovery.
- AI and Machine Learning in Predicting Default.
- Digital Payment Solutions for Faster Collection.
- Using Data Analytics for Debt Recovery.
- Cybersecurity and Debt Collection.