

IRISH
creditmanagement
TRAINING



EXCELLENCE IN COLLECTIONS

Call **Catriona** on 📞 087 627 3239 or **Declan** on 📞 087 244 7052

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UNLOCK THE POWER OF EFFECTIVE CREDIT MANAGEMENT

Take your Credit Control skills to the next level. This targeted, practical training is designed for professionals who are passionate about delivering results and transforming their Debtors Ledger into cash – fast.

WHY ATTEND?

- ✓ **Boost Your Results:** Learn proven strategies to maximise collections and minimize aged debt.
- ✓ **Interactive & Practical:** Submit your own challenges in advance and get tailored advice—real solutions for your unique situations.
- ✓ **Network with Peers:** Connect with fellow Credit Controllers and Credit Managers to share best practices and insights.
- ✓ **Expert Guidance:** Led by Declan Flood, an experienced industry leader, this session will empower you with actionable tools you can use immediately.

WORKSHOP DETAILS

- ✓ **Date:** Tuesday, 9th September 2025
- ✓ **Time:** 9:30am – 12:30pm
- ✓ **Location:** Delivered live via Zoom
- ✓ **Investment:** €275 (Exclusive offer: Book both Collections & Credit Control courses for €495)

WHAT YOU'LL GAIN

- ✓ **Master the Right Mindset:** Discover the attitudes and approaches that set top-performing Credit Controllers apart.
- ✓ **Communicate for Success:** Craft emails and letters that drive results, and learn advanced techniques for effective phone collection.
- ✓ **Collection Funnel Strategy:** Build a bulletproof process so no opportunity slips through the cracks.
- ✓ **Leverage Team Support:** Get buy-in from colleagues and harness internal and external resources for maximum impact.
- ✓ **Confident Escalation:** Know exactly when and how to escalate cases, including third-party and legal collections for hard-to-reach customers.

TOPICS COVERED

- ✓ **Winning Attitudes** — Adopt the mindset of a collections leader
- ✓ **Emails & Letters That Work** — Templates and tips that get results
- ✓ **Powerful Phone Calls** — Language, tone, and techniques to inspire payment
- ✓ **Your Custom Collection Funnel** — Step-by-step process for success
- ✓ **Mobilizing Support** — Strategies to get others to help you win
- ✓ **Effective Escalation** — Seamless transition to advanced debt recovery
- ✓ **Third Party & Legal Collections** — Tools for dealing with unresponsive accounts

SECURE YOUR PLACE

- ✓ **Book Here:** Reserve your spot and start collecting more efficiently.
- ✓ **Special Bundle Offer:** Get both the “Excellence in Collections” and “Excellence in Credit Control” programs for just €495.

To register, or if you have questions you can contact

Catriona Byrne:

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Take charge of your ledger and transform your credit results. Reserve your place today!