

Advanced Debt Collections & Recovery Workshop 2011

"Managing, reducing and eliminating debt"
9th – 11th February 2011, The Hilton Hotel, Nairobi, Kenya

Benefits of this workshop:

- ❖ Reviewing current laws and regulations administering debt collections and its effect
- ❖ Drafting credit policies that accommodate potential customers in the face of stiff competition
- ❖ Looking at the possible causes of outstanding payments
- ❖ Effective collection methods and collection through third parties
- ❖ Effective interdepartmental communication departments to achieve sales targets and avoid bad debts
- ❖ Collecting from government, local government, parastatals and embassies
- ❖ Understanding the payment habits of valued customers
- ❖ Resolving customer and organisational problems preventing payment
- ❖ Pre-course questionnaires to understand you individual and business concerns
- ❖ Practical interactive exercises and group discussions
- ❖ Comprehensive take-away course documentation

Who should attend:

Directors, General Managers, Advisors, Analysts, Division Heads, Senior Managers, Managers and officers of the following departments:

Accounts/Chief Accounts, Finance, Debt Recovery, Debt Collection, Debt Control, Debt Management, Credit/Credit Management, Credit Risk, Credit Control, Collections and Receivables, Lending, Funds Administration, Loan Management, Mortgage Administration, Corporate/Business Revenue, Corporate Relationship, Business Portfolio/s

From: All industries from both the private and public sector

Endorser:



Eastern
Central
and
Southern
African
Federation of
Accountants

- ❖ This program is accredited by ICPAK Kenya. ICPAK members are entitled to claim 20 structured CPE hours upon full attendance of this 3 day workshop.

Media Partners:

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Reserve your seat today to avoid
disappointment!

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Workshop Introduction

Bad debts are an unavoidable side effect of extending credit. Even with the various means to collect debts, they are rarely simple and it costs organisations time and money. Therefore, it is much better to develop and maintain an effective credit management and debt recovery strategy to minimise bad debts and to ensure secure revenue levels.

Credit management and recovery involves prompt actions to convert credit into cash within the shortest period of time. Effective credit and debt recovery is essential to all organisations that need to ensure that its corporate revenue is maintained at secure levels.

This three day workshop is aimed to steer the East African audience through innovative and advanced set of collection strategies, communication skills and performance improvement of credit management and debt collection departments to swiftly overcome the many challenges the region is facing with non performing debts.

This is an interactive, practical and detailed workshop that all credit and debt management professionals cannot afford to miss!

Programme Director

Patrick Kairu,
Director of Studies, Kenya School of Credit Management
Board Member KASNEB
Secretary Institute of Credit Management – Kenya



Mr. Kairu is a long standing Credit expert having graduated in UK in the field of Credit Management. He worked in various financial institutions at management level as a credit manager before starting the first school of its kind in Kenya - **Kenya School of Credit Management**- an institution in Kenya that trains people with the latest tools to handle credit.

Mr. Kairu introduced the career of credit management in Kenya and wrote the first curriculum that has been used by KASNEB to examine students since the year 2001 until the recent change in 2009. He has also written the first local book in credit management 'CREDIT MANAGEMENT' that is a recommended study guide for KASNEB students.

Mr. Kairu is a board member of KASNEB, the Director of Studies at the Kenya School of Credit Management and a lecturer of the core subject – Credit Management. He is also a member of the Board- NJIRUINI HIGH SCHOOL as well as a Member of the Public Service Club.

