



Credit Control **Bootcamp**

An EDA Course in Partnership with the Chartered Institute of Credit Management

A lively, interactive training session that delivers a boost to credit controllers new and old. Refresh soft skills, improving negotiation and influencing outcomes, ensuring prompt payment.

Book on to the EDA Credit Control Bootcamp, run by a Credit Management expert and delivered by the Chartered Institute of Credit Management (CICM).

AM Session: 10am – 12.00

1. **Getting credit fit** – align your regime to modern ways of working.
2. **O2C cardio workout** – high intensity sessions covering order-to-cash lifecycle.
3. **Error and inefficiency detox** – cleaning out unproductive exercises.
4. **Strengthening core activities** – stability in dynamic business requirements.
5. **Customer focused fitness** – place the client at the centre of activities.
6. **The debt assault course** – attack unrecovered debt with a robust programme.
7. **Your future proof training plan** – workable actions to maintain credit fitness.

Lunch: 12-00 – 13.00

PM Session: 13.00 – 15.00

8. Confidence to handle cash collection conversations with customers.
9. A bank of go-to qualities that maximise your effectiveness.
10. Structure and control in your collections calls.
11. Responses and techniques to improve your cash collection volume.
12. Better customer relationships and satisfaction.

Date: Tuesday, 5 December 2023

Location: Lutron European Experience Centre,
Floor 4, 125 Finsbury Pavement, Finsbury, London EC2A 1NQ

