



# دورة تدريبية لإتقان استراتيجيات تحصيل الإيرادات.



## دورة تدريبية للإتقان استراتيجيات تحصيل الإيرادات.

الرجوع: 36273\_20541 التاريخ: 04 - 08 May 2027 الموقع: برشلونة الرسوم: Euro 5700

### Course Overview:

This course is designed to equip participants with the essential skills and knowledge to enhance their organization's revenue collection processes. In today's competitive business environment, effective revenue collection is crucial for maintaining cash flow and ensuring financial stability. This course delves into various aspects of revenue collection, including cash collection strategies, effective billing management, and the impact of VAT legislation. Participants will explore advanced collection tools and techniques, learn to develop robust collection strategies, and understand how to maximize the performance of their revenue collection teams. Additionally, the course covers assessing collection risk, leveraging revenue collections technology, and implementing customer-sensitive collection strategies. By mastering these key performance indicators for collections, participants will be able to perform complete credit risk assessments, analyze financial statements, and establish credit limits and guarantees. The training also focuses on improving billing process efficiency, integrating billing solutions, and eliminating collection barriers.

### Target Audience:

- Collections Team Leaders & Senior Supervisors
- Accounts Receivable and Credit Team Members
- Billing Team Professionals
- Accountants and Financial Controllers
- Finance Professionals
- Business Managers

### Targeted Organizational Departments:

- Finance and Accounting Departments
- Credit and Collections Departments
- Billing and Accounts Receivable Teams
- Customer Service and Relationship Management Teams
- Risk Assessment and Management Departments

## Targeted Industries:

- Financial Services
- Retail and Wholesale
- Telecommunications
- Utilities
- Healthcare and Pharmaceuticals
- Manufacturing and Distribution
- Professional Services

## Course Offerings:

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

- Assess and mitigate collection risks
- Enhance the effectiveness of collectors
- Develop and implement customer-sensitive collection strategies
- Establish and monitor key performance indicators for collections
- Conduct thorough credit risk assessments and analyse financial statements
- Set credit limits and utilize guarantees effectively
- Improve billing process efficiency and integrate billing solutions
- Overcome collection barriers and apply effective telephone collection techniques
- Develop assertiveness and negotiation skills for successful collections
- Manage customer relationships and execute pre-delinquency and post-delinquency activities
- Implement work flow management for collectors and track performance
- Motivate collection teams and apply global best practices in revenue collection

## Training Methodology:

The training course employs a blend of theoretical and practical learning methodologies. Participants will engage in case studies, group work, interactive sessions, and feedback discussions to gain a complete understanding of revenue collection processes. The course includes real-world examples and practical exercises to ensure that participants can apply the concepts learned in their own organizations.

## Course Toolbox:

- complete workbooks and manuals
- Case studies and real-world examples
- Practical exercises and role-playing scenarios
- Templates for KPI development and performance tracking

## Course Agenda:



## Day 1: Understanding Credit Risk and Financial Health

- Credit Risk Assessment - Why Prevention is Better than Cure? Topic 1: •
- Credit Risk Assessment - Tools, Tips, and Techniques Topic 2: •
- Analyzing Financial Statements to Determine Company Health Topic 3: •
- Establishing Credit Limits Topic 4: •
- Offsetting Credit Risk: Guarantees, Bonds, and Insurance Options Topic 5: •
- Key Data Required for the Customer Master File Topic 6: •
- Review of Credit Risk and Financial Health Concepts Reflection & Review: •

## Day 2: Optimizing Billing Processes

- Billing Process - Getting it Right the First Time Topic 1: •
- Billing Process Defined Topic 2: •
- Authorisation Levels, Audit, and Control Checks Topic 3: •
- Billing Frequency and Reconciliations Topic 4: •
- Accounting for VAT Topic 5: •
- Using Technology to Leverage the Billing Process Topic 6: •
- Review of Billing Process Optimization Reflection & Review: •

## Day 3: Mastering Collection Tools and Techniques

- Key Collection Tools and Techniques Topic 1: •
- Eliminating Barriers to Payment Topic 2: •
- Recognizing Excuses and Delaying Tactics Topic 3: •
- Telephone Collection Techniques Topic 4: •
- Developing Personal Assertiveness Topic 5: •
- Negotiation Skills for Successful Collections Topic 6: •
- Review of Collection Tools and Techniques Reflection & Review: •

## Day 4: Strategies to Maximize Cash Collection

- Developing Effective Strategies to Maximize Cash Collection Topic 1: •
- Identifying Effective [Pre-delinquency] Collection Campaigns Topic 2: •
- Defining [Post-delinquency] Activities Topic 3: •
- Customer Sensitive Collection Strategies Topic 4: •
- Collection Techniques and Correspondence Cycles Topic 5: •
- Using Work Flow Management to Maximize Collector Performance Topic 6: •
- Review of Cash Collection Strategies Reflection & Review: •

## Day 5: Managing and Improving Revenue Collections

- Setting Targets and Tracking Performance Topic 1: •
- Creating Action-oriented Reports Topic 2: •
- Measuring Team / Individual Performance Topic 3: •
- The People Plan - Motivating the Team and Managing Performance Topic 4: •
- Developing Your Personal Action Plan Topic 5: •
- Implementing Revenue Collection Best Practices Topic 6: •
- Review of Revenue Collection Management Techniques Reflection & Review: •

## How This Course is Different from Other Revenue Collection Strategies Courses:

This course stands out from other similar courses by offering a complete, practical, and interactive learning experience. This course not only covers the fundamental concepts of revenue collection but also delves into advanced strategies and techniques that can be immediately applied in the workplace. With a focus on real-world examples, case studies, and hands-on exercises, participants will gain practical skills and insights that go beyond theoretical knowledge. The course also emphasizes the importance of integrating billing solutions, leveraging technology, and developing customer-sensitive strategies to maximize cash collection.



## فئات الدورات التدريبية



HR TRAINING & DEVELOPMENT

دورات إدارة و تطوير الموارد البشرية



دورات إدارة و تحليل البيانات ودورات علم البيانات



دورات إدارة الجودة وتطوير العمليات



الدورات التدريبية في مجال البيئة والاستدامة



دورات التسويق وإدارة علاقات العملاء وإدارة المبيعات



دورات التدريب القانوني والمشتريات والتعاقدات



دورات الاتصال الجماهيري و السياسات والعلاقات العامة



دورات النظم السبراني ودورات تقنية المعلومات



دورات الصيانة ودورات المجالات الهندسية المتنوعة



دورات الصحة والسلامة والأمن المهني



دورات السكرتارية و إدارة المكاتب



دورات الحوكمة وإدارة المخاطر والامتثال



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## فئات الدورات التدريبية



دورات معتمدة من قبل هيئات دولية



دورات في مجالات القيادة والإدارة



دورات المهارات الشخصية وتطوير الذات



دورات المحاسبة و التمويل و دورات الإدارة  
المالية



دورات مكتب إدارة المشاريع وإدارة المشاريع  
الرشيقية

## مدن التدريب



أمستردام - هولندا



أكرا - غانا



أثينا - اليونان



أبوظبي - الإمارات العربية المتحدة



الدوحة - قطر



الدار البيضاء - المغرب



الجبيل - المملكة العربية السعودية



استنبول - تركيا



المنامة - مملكة البحرين



الكويت - الكويت



القاهرة - مصر



الرياض - المملكة العربية السعودية



بانكوك - تايلند



بالي - جمهورية إندونيسيا



بأكو - أذربيجان



باريس - فرنسا

## مدن التدريب



بوكيت - تايلاند



بورتو - البرتغال



برشلونة - إسبانيا



براغ - جمهورية التشيك



جوهانسبرغ - جنوب إفريقيا



جنيف - سويسرا



جاكرتا - جمهورية إندونيسيا



تبليسي - جورجيا



سان دييغو - الولايات المتحدة الأمريكية



زنجبار - تنزانيا



روما - إيطاليا



دبي - الإمارات العربية المتحدة



شيكاغو - الولايات المتحدة الأمريكية



شرم الشيخ - مصر



سيول - كوريا الجنوبية



سنغافورة - سنغافورة

## مدن التدريب



عمان - المهلكة التردنية الهاشمية



طوكيو - اليابان



طشقند - أوزبكستان



طرابزون - تركيا



كيب تاون - جنوب إفريقيا



كوالالمبور - ماليزيا



فيينا - النمسا



عن بعد - منصة زووم



مدريد - إسبانيا



مأرييا - إسبانيا



لندن - المملكة المتحدة



لانكاوي - ماليزيا



ميونخ - ألمانيا



ميلان - إيطاليا



مونترو - سويسرا



مسقط - سلطنة عمان



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## مدن التدريب



نيس - فرنسا



نيروبي - كينيا

# WHO WE ARE

Agile Leaders is a renowned training center with a team of experienced experts in vocational training and development. With 20 years of industry experience, we are committed to helping executives and managers replace traditional practices with more effective and agile approaches.

## OUR VISION

We aspire to be the top choice training provider for organizations seeking to embrace agile business practices. As we progress towards our vision, our focus becomes increasingly customer-centric and agile.

## OUR MISSION

We are dedicated to developing value-adding, customer-centric agile training courses that deliver a clear return on investment. Guided by our core agile values, we ensure our training is actionable and impactful.

## WHAT DO WE OFFER

At Agile Leaders, we offer agile, bite-sized training courses that provide a real-life return on investment. Our courses focus on enhancing knowledge, improving skills, and changing attitudes. We achieve this through engaging and interactive training techniques, including Q&As, live discussions, games, and puzzles.



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