

DEBT COLLECTION SKILLS



AFRA AL ZADJALI



February 14-15, 2024
(Monday-Tuesday)



8 AM - 2 PM



RO 150 per participant
(+VAT@5%)



Baushar Hall
CBFS Training Centre



Key Learning Objectives

Participants will demonstrate effective communication, identify standard negotiation & customer types and imbibe the success principles for credit control.

By the end of the course, the participants will understand the following:

- a) The structure of the debt collections unit, its different roles and responsibilities.
- b) How debt collectors are assessed, the key performance indicator & management expectations.
- c) Key success factors for effective debt collection



Contents Highlights:

- Structure, roles and responsibilities of the debt collection function
- Performance indicators for assessing debt collectors
- Effective skills for debt collectors and negotiation types.
- Importance of product knowledge and record keeping in debt operations.
- What to expect in debt collections and principles for successful collections.
- Highlights of the Civil Law & CBO circulars related to debt collection and clients in financial distress.



About the Speaker:

Afra Al Zadjali

She is currently working at Oman Investment Authority as a Senior analyst. She has a Master's Degree in Finance from Cranfield University. She is a certified debt collections trainer with over 7 years of experience managing distressed portfolios (Retail & SME) in two leading international banks. Her expertise is in quality assurance, strategy and litigation within debt management functions.



For registrations and enquiries, please contact:

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