



# BARBADOS COMMUNITY COLLEGE INDUSTRY SERVICES UNIT



PROFESSIONAL DEVELOPMENT WORKSHOP

## INNOVATIVE DEBT COLLECTION PRACTICES FOR CHALLENGING ECONOMIC TIMES

FEBRUARY 21 & 22, 2012

9:00 a.m. – 4:30 p.m.



### What sessions would this workshop include?

PLANNING AND PREPARING FOR EFFECTIVE DEBT COLLECTION  
THE COLLECTIONS PROCESS  
NEGOTIATION SKILLS FOR DEBT COLLECTION  
ESSENTIAL TELEPHONE TECHNIQUES  
THE ANATOMY OF FRAUD  
MOTIVATE YOUR CUSTOMERS TO PAY OUTSTANDING DEBT

### Who would benefit from this workshop?

ACCOUNT EXECUTIVES/CLERKS  
COLLECTORS IN THE PUBLIC AND PRIVATE SECTORS  
DEBT RECOVERY AGENTS  
SMALL BUSINESS OWNERS  
COST: \$850.00 (BDS)

REGISTER NOW!



**THE BARBADOS COMMUNITY COLLEGE  
INDUSTRY SERVICES UNIT  
BUILDING #3, HARBOUR INDUSTRIAL PARK BRIDGETOWN  
TELEPHONE: 426-3351 or 426-3354  
FAX: 426-3356  
WEBSITE: [www.bcc.edu.bb](http://www.bcc.edu.bb)**