



HRDC SBL KHAS PROGRAM SKILLS IN ACCOUNT RECEIVABLE MANAGEMENT

By

MR TALENT DEVELOPMENT
MUSTAFA ROY

ABOUT THE PROGRAM

THE PARTICIPANTS WILL BE EXPOSED TO BETTER CUSTOMER MANAGEMENT TACTICS AND HOW TO USE THEIR PROFESSIONAL SKILLS AND NEGOTIATION TECHNIQUES TO RECOVER DEBTS.

- MODULE 1 - INTRODUCTION TO ACCOUNT RECEIVABLE MANAGEMENT
- MODULE 2 - COMMUNICATING WITH CUSTOMERS
- MODULE 3 - UNDERSTANDING RECOVERY PROCESS
- MODULE 4 - SUCCESSFUL NEGOTIATION SKILLS
- MODULE 5 - REVIEWING COMPETENCIES

All modules will be supported with a real life case study for participants to have a practical idea.

ACCOUNTS

★ VENUE

INTERNATIONAL YOUTH CENTRE
Bandar Tun Razak

★ DATE & TIME

DATE: 13-14 JUNE 2023
TIME: 9AM to 5PM

★ FEES: (HRDC CLAIMABLE/ SELF-PAYMENT)

RM 2,000 (2 days) - Inclusive of refreshments, course materials, & certificate of attendance

FOR MORE INFORMATION CONTACT US AT



LALITHA
(03-9108 9888 / 012-6079945)



lalitha@mustafaroy.com



www.mustafaroy.com



ABOUT OUR TRAINER

RAMESH RAJENDRAN



RAMESH RAJENDRAN ★★★★★

He has a vast experience in the training industry and comes from debt recovery, customer management, collection, finance and accounting work background. With these added knowledge and exposure, he has successfully accomplished many trainings and assisted numerous companies achieve their goals.



His academic qualifications :-

- TTT Certified Trainer
- EMBA in Corporate Management
- Diploma in Accounting Administration

INFO :-

- You can utilize your HRD levy for the below HRD Corp Claimable Courses.
- No upfront payment needed.
- Mustafa Roy Talent Development will claim the training fee from HRD Corp directly.
- The class will be conducted face-to-face.

TARGET AUDIENCE

Suitable for
debt recovery
officers and
ARM managers



TO CONCLUDE

At the end at the workshop, you will be able to:

- Understand the importance of good communicating skills with customers.
- Learn about negotiating techniques to implement in recovering debts in a professional way.
- Formulate strategies to handle deadlock.

