COURSE AGENDA | 2026 WORKSHOP

Mastering Effective Debt Management & Credit Control

26-27 November 2026 | Two days

TIME	VENUE
08:00-16:00 CAT daily	Radisson Blu Hotel, Lusaka
FACILITATOR	REGISTRATION & PAYMENT DEADLINE
Mukonki Mukonkela, FCCA, FZICA	19 November 2026, 17:00 CAT

Course overview

A practical two-day programme for organisational customer credit, receivables and collections. Participants explore policy, monitoring, collection stages, communication and repayment negotiations, and develop an action plan for application at work.

Learning objectives

- Assess customer creditworthiness before extending credit.
- Establish appropriate credit policies and customer payment terms.
- Build receivables monitoring and accountability systems.
- Use debtor-ageing information to identify problem accounts.
- Recognise stages of debt and select an appropriate response.
- Improve reminders and customer follow-up procedures.
- Handle difficult debtors professionally.
- Prepare for debt and repayment negotiations.

Who should attend

Credit controllers, debt collection and receivables officers, accountants, finance and credit officers, finance managers, sales administrators, customer-account teams, business owners and managers responsible for approving credit or improving collections.

DAY ONE | Foundations, policy and early collection

Introduction to Debt Collection and Credit Management

- Understanding debt collection and credit management.
- Their role in organisational financial stability.
- Assessing the financial position, cash flow and outstanding debts.

Key Principles of Credit and Debt Management

- Fundamental principles of credit and debt management.
- Understanding receivables and their impact on cash flow.
- Identifying common credit and debt-management challenges.

Developing a Debt Recovery Policy

- Why a defined debt-recovery policy matters.
- Formulating a credit policy suited to the organisation.
- Turning the policy into practical responsibilities and actions.

Tools and Techniques - Early Stage Debt

- Managing accounts before the payment due date.
- Using timely reminders and effective follow-up calls.

Tools and Techniques - Due Stage Debt

- Managing accounts as payment becomes due.
- Following up and confirming the payment position.
- Considering appropriate payment options and documented plans.

Daily workshop hours: 08:00-16:00 CAT. The facilitator will guide session and break timings.

DAY TWO | Overdue debt, communication and action

Tools and Techniques - Past Due Debt

- Managing overdue accounts and documenting the next action.
- Using collection correspondence, follow-up calls and emails.
- Considering restructuring or settlement options through approved processes.

Tools and Techniques - Significantly Overdue Debt

- Using proportionate escalation for persistent non-payment.
- When to involve collection agencies, legal advisers or recovery specialists.
- Overview of legal escalation; specific cases require professional advice.

Communication Tools for Effective Debt Collection

- Preparing and conducting collection calls.
- Understanding the customer perspective and payment process.
- Developing clear collection letters, emails and demand correspondence.

Dealing with Difficult Debtors

- Recognising chronic late payment, disputes, financial distress and non-response.
- Selecting a professional response; recognising possible fraud and escalating concerns.

Developing a Workplace Action Plan

- Creating a personalised plan for debt collection and credit management in your role.
- Identifying actions, responsibilities and review points.

Workshop Conclusion

- Recap and questions.
- Course review and next steps.

Registration and enquiries

View the event details and booking process at www.insightpartnersafrica.com. For booking questions or a company invoice: mukonki@insightpartnersafrica.com.

This programme does not guarantee debt recovery or provide individual legal advice. Use anonymised examples; do not bring identifiable customer information.

Adapted for 2026 from IPA media-library agendas: August 2026 Modernised Agenda and October 2026 revised 2027 agenda. The existing two-day course structure is retained.