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Credit Department Management

____ 101 Things that Every B2B Credit Pro Should Know and Do (1 hour)
____ Credit Department Policies and Procedures
____ Time Management Tips for Credit Pros

B2B Debt Collection Best Practices

____ Best Practices in B2B Debt Collection Part 1
____ Best Practices in B2B Debt Collection Part 2
____ Best Practices in B2B Debt Collection Part 3
____ Best Practices in B2B Debt Collection Part 4
____ Myths and Facts about B2B Collection

Financial Statement Analysis

____ Basics of Customer Financial Statement Analysis
____ An Introduction to Financial Statement Analysis
____ Session 1: Credit Decision-Making
____ Session 2: Introduction to Liquidity and Profitability Ratios
____ Session 3: Leverage Ratios and Efficiency Ratios
____ Session 4: The Balance Sheet and Income Statement
____ Session 5: The Statement of Cash Flows and Financial Analysis
____ Session 6: Applying Ratio Analysis to Credit Decision Making
____ Session 7: Red Flags, and How to Make the Right Credit Decisions
____ Session 8: Real World Examples of Financial Analysis
____ Financial Statement Analysis – Summary

Credit Risk Management

____ Credit Insurance – What Credit Pros Need to Know (1 hour)
____ Export Credit Risk Management and Risk Mitigation
____ How to Limit Bad Debt Losses
____ How to Limit Your Risk of Becoming a Victim of Credit Fraud

Negotiation and Conflict Resolution

____ How to Negotiate with Customers
____ Conflict Resolution

Legal Aspects for B2B Creditors

____ Antitrust Laws and their Impact on the Credit Department
____ Laws and Rights that Benefit B2B Creditors

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