MERCURY

Managing Debt and Financial Claims with Excel & Communication

8 – 12 November 2027
Zanzibar (Tanzania)



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Ref: 15835_1066737 **Date:** 8 – 12 November 2027 **Location:** Zanzibar (Tanzania) **Fees:** 5300 Euro

Introduction:

This Managing Debt and Financial Claims with Excel and Communication course equips professionals with the essential skills to manage debt and financial claims. Participants will learn how to accurately record and update debt balances in Excel, streamlining financial data management. It emphasizes the importance of communication and soft skills, such as customer engagement, problem-solving, and persuasive techniques, to enhance collections and resolve disputes. Combining practical finance tools with strong communication strategies ensures they are prepared to manage financial claims and improve cash flow while maintaining positive customer relationships.

Participants in this Managing Debt and Financial Claims with Excel and Communication course explore the definition and importance of managing debt, equipping them with strategies to manage debt effectively. Understanding what managing debt entails is for financial stability and highlights its role in personal and corporate finances. They will learn the types and meanings of financial claims, gain insight into financial claims management, and learn how to become financial claims experts. Practical applications using Excel communication tools will streamline tracking and reporting, enabling efficient debt and claims management.

Targeted Groups:

- Finance professionals are managing accounts receivable.
- Debt collection specialists and teams.
- Customer service representatives handling financial queries.
- Business owners and managers overseeing financial operations.
- Individuals involved in credit management or financial analysis.
- Employees in billing and invoicing departments.
- Sales teams dealing with financial negotiations and claims.
- Professionals seeking to enhance communication and negotiation skills in finance.

Course Objectives:

At the end of this Managing Debt and Financial Claims with Excel and Communication course, the participants will be able to:

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- Learn how to record and update debt balances efficiently in Excel.
- Understand key financial concepts related to debt management and claims.
- Gain proficiency in using Excel functions for accurate debt tracking.
- Develop communication skills to engage effectively with customers.
- Master persuasive techniques for negotiating and resolving financial claims.
- Acquire strategies for finding solutions to payment disputes.
- Enhance skills in managing financial claims professionally and tactfully.
- Improve the ability to analyze financial data and generate reports in Excel.
- Build confidence in handling difficult customer interactions regarding debt.
- Strengthen problem-solving abilities in debt collection and financial negotiations.

Targeted Competencies:

By the end of this Managing Debt and Financial Claims with Excel and Communication training, the participant's competencies will:

- Debt tracking and management using Excel.
- Financial data analysis and reporting.
- Efficient use of Excel formulas and functions for debt updates.
- Effective communication with customers regarding financial matters.
- Persuasive negotiation techniques for debt resolution.
- Problem-solving in financial disputes and claims.
- Professional handling of financial claims and disputes.
- Customer relationship management in debt collection processes.
- Financial documentation and record-keeping best practices.
- Conflict resolution and stress management in financial communications.

Course Content:

Unit 1: Introduction to Debt Management and Financial Claims:

- Understand the basics of debt management and financial claims.
- Learn the importance of maintaining accurate financial records.
- Gain insights into the role of Excel in debt tracking and updates.
- Explore different types of debt and financial claims in business.
- Understand legal and ethical considerations in debt management.
- Learn the impact of poor debt management on business cash flow.
- Identify the common challenges faced in debt collection and claims.

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Unit 2: Recording and Updating Debt in Excel:

- Master Excel basics for debt tracking, including data entry and formatting.
- Learn how to create and update debt records in Excel efficiently.
- Use Excel formulas for tracking payments, interest, and outstanding balances.
- Organize debt data using Excel tables for easy reference.
- Understand how to create debt schedules and payment plans in Excel.
- Learn to set up automated debt reminders and alerts in Excel.
- Explore advanced Excel functions like VLOOKUP, IF statements, and pivot tables for debt analysis.
- Develop a system for periodic debt updates and accurate reporting.

Unit 3: Effective Communication with Customers:

- Learn the fundamentals of professional communication in debt collection.
- Understand the role of tone, empathy, and clarity in customer interactions.
- Develop strategies for approaching customers about overdue payments.
- Master communication techniques for managing difficult conversations.
- Learn how to listen actively to customer concerns and respond appropriately.
- Understand cultural sensitivities and how they influence communication.
- Learn how to maintain a positive customer relationship despite financial disputes.
- Use effective communication tools like email templates, phone scripts, and meetings.

Unit 4: Persuasion and Negotiation Techniques for Debt Resolution:

- Understand the principles of persuasion in debt management.
- Learn how to use influence tactics to encourage payment from customers.
- Develop skills to negotiate flexible payment plans or settlements.
- Master the art of finding mutually beneficial solutions for both parties.
- Learn how to deal with objections and resistance from customers.
- Study different negotiation styles and how to adapt to each situation.
- Gain insight into handling difficult or uncooperative customers.
- Use persuasive language and strategies to achieve debt resolution.

Unit 5: Financial Claims and Dispute Resolution:

- Understand the process of filing and managing financial claims.
- Learn the key components of a financial claim and necessary documentation.
- Develop skills to evaluate and prioritize financial claims.
- Gain knowledge of the legal frameworks surrounding financial claims.
- Learn to analyze disputes and develop resolution strategies.
- Understand the role of mediation and arbitration in resolving financial disputes.
- Master the use of Excel to track and manage financial claims data.
- Learn how to follow up on claims and ensure timely resolution.