

# Time Management

Learn how to improve your time management skills without leaving your desk from this interactive training webinar.

## What will you gain?

- More control over workload.
- Improved effectiveness and results.
- Greater confidence at work.

## Who is it for?

Valuable for anyone working in a role with high volumes of work or customer interaction. The webinar provides a good refresher for experienced credit controllers, collectors, team leaders and managers.

## What will it cover?

- **Collection strategy**  
Analysing, targeting and prioritising
- **Working with others**  
Personality styles, delegation, saying 'no', interruptions, telephones/emails
- **Personal organisation**
- **Time saving tips**  
Practical tips to put into immediate use
- **Meetings**

## Assessment

Provides support towards the Business Communications and Personal Skills assignment.

**Duration** 45 minutes

**Cost** £87 + VAT  
CICM member

£97 + VAT  
Non-member

**Code** WEB3

### Recommended next courses:

**Time Management for Credit Staff  
(one day in-company training)**

**Telephone Collections webinar**

## Training options



Webinar

“ Essential training for anybody working in a credit and collections role. ”

Credit Manager, Utilities

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The Recognised Standard

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