

# Credit Team Leadership

Transform your credit team leadership with this programme. The training gives you the opportunity to reflect on your issues and learn from a host of team leadership tips and techniques.

## What will you gain?

- Time for personal reflection and knowledge about a range of techniques.
- Improved ability to lead teams and raise performance.
- Post-course assignment if you are interested in getting qualified.

## Who is it for?

The training is designed for seasoned team leaders and those new to the role.

## What will it cover?

- What is working/what is not
- Responsibilities
- Authority levels
- Evaluations of strengths and weaknesses
- The communication toolkit
- Developing the relationship
- Conflict of management
- Negotiation skills
- The close
- Checklist for success

## Assessment

Questionnaire six weeks after training so you can check progress with your action plan. Opportunity to complete an assignment to gain a Level 2 or Level 3 award in Business Solutions through Creative Thinking (6 credits) in January, June or October.

**Duration** 1 day  
**Cost** £310 + VAT  
CICM member

£390 + VAT  
Non-member

**Code** S352

### Recommended next courses:

**Advanced Credit Risk**

**Debt Recovery through the Courts**

**Advanced Debt Recovery through the Courts**

**Insolvency and Bankruptcy**

**Managing your own Small Claims**

## Training options



Open training



In-company training

**OPTIONAL assignment towards  
CICM Certificate in Credit  
Management**

“ I have a much better understanding of credit management now and useful tools to try out at work. ”

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The recognised standard in credit management

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