

Cross Cultural Communications & Collection Techniques

Certified by Singapore Association of Credit Management



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This highly interactive and fun-filled course provides an understanding of different dimensions of cultures and how different cultures affect communication and payment patterns.

Syllabus of Cross Cultural Communication and Collection Techniques:

Part I Cross Cultural Differences

1. What is culture ?
2. Differences between culture and personality.
3. Importance of understanding other's culture.
4. How to understand other's culture ?
5. Key dimensions of cultures.
6. Some important values of different cultures.
7. Effects of Globalization.
8. Roles play.
9. Case study.

Part II Communication Techniques

10. Is communication easy - a game .
11. Weaknesses of using languages as mean of communication.
12. Fundamental of communication.
13. Procedures of communication.
14. Different ways of communication.
15. Rules of communication.
16. Preparing for negotiation.
17. Successful negotiation .
18. Build long term relationship.

Part III Collection Techniques

19. Pre-requisites in effective collection.
20. Types of customers.
21. Steps in collection from different types of customers.
22. Case study.

WHOM SHOULD ATTEND

Managers and supervisors who do not work in accounting, but who need to know how basic accounting works; anyone who has recently assumed accounting responsibilities.

ABOUT THE TRAINER – Mrs Grace Wong, B. Acc

Grace Wong, General Manager of Toshiba Singapore Pte Ltd, graduated from the National University of Singapore, is a FCPA Singapore and CCM with more than 28 years of experience in Corporate, Cost and Management Accounting as well as Credit Control and International Trade and Finance. She has extensive regional credit and risk management experience in Asia, Middle East and Eastern Europe, particularly Indonesia, Vietnam, India, UAE and Russia.

In addition to running the Finance and Accounting Department in Singapore, she is also looking after financial and internal control functions of overseas offices in Shanghai, Bangkok, Vietnam, Indonesia, Dubai and Moscow.

She is the President of Singapore Association of Credit Management since April 1999, and is currently Director of two Companies in Singapore and Vietnam

Financial Accounting for Effective Credit Management

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Date: 18 July 2008, 9am – 5pm
Venue: Grand Park Plaza Hotel, City Hall

Fee: [] S\$370 for D&B Subscriber [] S\$450 for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 19 June 08 to receive a 10% off usual fee or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off usual fee

Fax the completed registration form to 6318 7832

Participant(s) Information

Name 1: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 2: _____ **Job Title:** _____
Email: _____ **(DID):** _____
Name 3: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Company's Information

Name of Company: _____
Address: _____ **(Postal Code)** _____
Telephone: _____ **Fax:** _____
Liaison Officer: _____ **Job Title:** _____
Email: _____ **(DID):** _____

Payment Information

[] D&B subscription units (Account no: _____)
[] Cheque (+GST) Payable to: **Dun & Bradstreet (Singapore) Pte Ltd**
[] VISA [] Mastercard [] Amex
Card no: _____ **Expiry date:** _____
Signature: _____

Cancellation Policies

1. A seat will be reserved upon receipt of completed registration form, and confirmation of seat upon payment received
2. A substitute participant is welcome at no charge should you not be able to attend. Please provide the necessary details. Only cancellation made 7 working days before commencement is entitled to full refund of seminar charges. No refund thereafter including no show during day of commencement. A complete set of materials will however be sent to you.
3. D&B reserves the right to postpone or cancel the seminar for reasons whatsoever. In such a case, D&B will provide a full refund to registrants who have made payment towards the event and such registrants shall have no claims against the company.
4. D&B reserves the right to change venue due to unforeseen circumstances.