



RESTORE CCT

Credit as a System.

Credit Supervisor Workshop: Driving Team Performance & Cash Flow Control

This workshop equips credit supervisors with the practical skills required to lead teams effectively, drive collections performance, and take ownership of cash flow outcomes.

Designed for:

- Credit supervisors
- Senior credit controllers stepping into leadership
- Team leaders responsible for collections performance

Structure:

Each module = 2-day session

Each module = practical application + real-world scenarios

Module Breakdown:

1. The Role of the Credit Supervisor: From Doer to Leader

Outcome: Move from managing tasks to managing outcomes

Practical: Reflect on current responsibilities to identify gaps between task execution and outcome ownership

Mindset Shift: “I help the team” to “I am accountable for results”

- The difference between doing and leading
- Why activity does not equal results
- Ownership of team performance
- Setting the standard for the credit function

2. Managing Credit Team Performance

Outcome: Drive measurable improvement in collections.

Practical: Review team performance scenarios

Mindset Shift: “From monitoring activity” to “owning outcomes (cash, risk, and accountability)”

- Setting clear expectations

- Monitoring performance vs activity
- Identifying underperformance early
- Holding constructive performance conversations

3. Setting Targets That Drive Cash (Not Activity)

Outcome: Focus the team on what matters

Practical: Review performance data to identify whether targets drive activity or cash outcomes

Mindset Shift: “From tracking numbers” to “driving cash behaviour and outcomes”

- Cash vs calls vs promises
- Designing meaningful KPIs
- Avoiding vanity metrics
- Linking targets to business outcomes

4. Monitoring, Reporting & Visibility

Outcome: Know what’s happening before it becomes a problem

Practical: Review reporting examples and identify how to translate insights into actionable improvements

Mindset Shift: “From measuring effort” to “measuring cash impact and value delivered”

- What to measure daily, weekly, monthly
- Building useful reports
- Interpreting data to take action
- Communicating performance clearly
- Internal and External Audits

5. Process Control & Breakdown Identification

Outcome: Fix what’s slowing down cash.

Practical: Map and diagnose a broken process

Mindset Shift: “From reacting to issues” to “proactively identifying and fixing root causes”

- Identifying process weaknesses
- Where delays occur (not assumptions)
- Fixing root causes vs symptoms
- Building stronger workflows

6. Escalation & Decision Frameworks

Outcome: Take the right action at the right time

Practical: Review escalation and decision scenarios

Mindset Shift: “From delaying decisions” to “taking timely, confident action aligned to risk and cash impact”

- When to escalate vs manage
- Structured escalation processes

- Decision-making under pressure
- Supporting the team in difficult situations

7. Coaching & Developing Credit Staff

Outcome: Build capability, not dependency.

Practical: Review collection activities and link actions to their impact on cash flow outcomes

Mindset Shift: “From Fixing problems” to “Developing people”

- Coaching vs telling
- Developing confidence in the team
- Upskilling credit controllers
- Creating accountability

8. Cross-Department Alignment (Sales vs Credit)

Outcome: Reduce friction and improve cash flow

Practical: Review friction scenarios

Mindset Shift: “From departmental protection” to “shared accountability for cash and sustainable growth”

- Understanding sales pressure vs credit risk
- Managing internal conflict professionally
- Aligning goals across departments
- Protecting the business without damaging relationships

9. Building a High-Performing Credit Team

Outcome: Create consistency and accountability

Practical: Assess team structure, roles, and performance gaps to design a high-performing credit team system

Mindset Shift: “From Managing the team” to “Building a high-performing system”

- Culture vs control
- Setting standards and expectations
- Driving discipline across the team
- Sustaining performance over time

Workshop Outcomes

By the end of this workshop, delegates will:

- Lead credit teams with clarity, accountability, and a focus on results
- Drive measurable improvements in collections performance through structured management
- Set meaningful targets aligned to cash flow, not just activity
- Identify performance gaps early and take appropriate corrective action
- Use reporting and data to make informed decisions and improve visibility

- Strengthen processes to remove delays and improve cash flow efficiency
- Coach and develop team members to build capability and accountability
- Manage internal relationships effectively to align credit, sales, and finance
- Build a disciplined, high-performing credit team that delivers consistent results

Pricing:

R1,450 per module (2-day session)

Discount available for full workshop enrolment

Corporate/group pricing available on request

Contact:

Susan Basson

Cell: +27 84-913-2727

Email: susanb@restorecct.co.za