

# DEBT MANAGEMENT

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**WEBINAR SERIES  
SEPTEMBER / OCTOBER 2020**

This webinar series is specifically for those working in Debt Management Units of Irish Local Authorities. It will focus on the management of debts associated with Commercial Rates.

## WEBINAR 1: BEST PRACTICE GUIDELINES ON DEBT MANAGEMENT FOR THE PUBLIC SECTOR

Monday, 21 September 2020 and Tuesday, 22 September 2020 (10:30am - 11:30am each day)

This is an online version of the popular classroom session which provides an excellent overview for staff new to debt management and a refresher course for experienced staff which will provide some new ideas – all based on a proven approach to improving efficiency and effectiveness in debt management.

It is based upon the Debt Management Best Practice Guide developed by the Webinar Leader under the auspices of Department of Public Expenditure and Reform (DPER), working with a number of public bodies including local authorities.

The content has been updated to take account of considerations arising from COVID-19 (e.g. businesses in trouble, remote working, less face-to-face contact).

### Learning Outcomes

On completion of this webinar, participants will have:

- A clear understanding of the background to and content of the “*Debt Management Best Practice Guide*” and supporting materials
- An appreciation of each of the twelve key best practices contained in the Guide
- Guidance on how to go about applying these practices on a continuous improvement basis

### Webinar Content

The webinar will be delivered as two one-hour sessions over two consecutive days.

The first session on Day One will cover:

- Overview of the DM Best Practice Guide
- Developing policies & procedures
- Data: importance of accuracy and timeliness

Managing the DM Life Cycle: new clients, billing, disputes, collection paths, enforcement, closures and recoveries.

The second session on Day Two will cover:

- Tools and techniques for debt management including
  - Case management
  - Organisation and roles
  - Systems and technology
  - Payment options
- Ongoing management and refinement of debt management approach

Each session will be as interactive as possible with time for questions and sharing experiences.

### Webinar Leader

Niall O’Reilly, Senior Advisor, BearingPoint and Author of the Debt Management Best Practice Guide for Public Service Bodies

### Webinar Fee

€75 per person



## WEBINAR 2: DEBT COLLECTION TECHNIQUES

Monday, 28 September and Tuesday, 29 September 2020 (9:30am - 12:30pm each day)

The Debt Collection Techniques Webinar is delivered over two x three hour sessions on two consecutive days.

### Webinar Content

The first session on Day One will cover:

- Introduction
- Objectives
- Collection Skills / Techniques
- Dealing with the reasons for non-payment
- Time Management
- Account Prioritisation

The second session on Day Two will cover:

- Dealing with Difficult Clients
- Overcoming Stalling Tactics
- Handling Issues
- Negotiating Skills

### Webinar Leader

Declan Flood, FIACP, FCICM, Irish Credit Management Training

### Webinar Fee

€150 per person

## WEBINAR 3: COMMERCIAL RATES LAW

Thursday, 1 October & Friday, 2 October 2020 (11:00am - 12:30pm & 1:00pm - 2:30pm each day)

Commercial Rates Law is delivered over two x one and a half hour sessions each day on two consecutive days.

### Webinar Content

Day One Session One will cover:

- Context; History of Rating; Annual Rate of Valuation

Day One Session Two will cover:

- The Valuation System

Day Two Session One will cover:

- Legal Framework of Rates; 2014 Act; Legal Process of Collection

Day Two Session Two will cover:

- New Developments; New Rates Act; Review

### Webinar Leader

Tim Healy BA, CPFA and Former Head of Finance at Cork City Council

### Webinar Fee

€150 per person



## WEBINAR 4: INSOLVENCY AND BANKRUPTCY

Tuesday, 6 October 2020 (11:00am - 12:30pm & 1:30pm - 3:00pm)

The key objective of this webinar is to provide participants with a working understanding of what corporate and personal insolvency and bankruptcy mean and what is the difference between the two areas.

### Webinar Content

The first session will provide:

- A high level understanding of the rationale for a person or business failing to or not being in a position to pay its commercial rates debt.

The second session will provide:

- An understanding of Receivership and Examinership
- Information on what payments a Local Authority can expect to receive under each heading - Liquidation, Bankruptcy, Examinership and Preferential Payments

### Webinar Leader

Tom Murray, ACCA, Partner in Friel Stafford, and Leading Personal and Corporate Insolvency Practitioner

### Webinar Fee

€100 per person

## WEBINAR 5: UNDERSTANDING COMPANY ACCOUNTS

Wednesday, 7 October 2020 (9:30am - 12:30pm)

The key objective of this webinar is to give participants some basic tools and techniques for reading and understanding a set of accounts and for being in a position to flag some potential problems with the accounts that could be dealt with at higher levels within their Local Authority.

### Webinar Leader

Declan Flood, FIACP, FCICM, Irish Credit Management Training

### Webinar Fee

€100 per person

### Webinar Content

The following areas will be covered:

- Final accounts of companies including Income & Expenditure, Assets (fixed & current); Liabilities (current & long term) and Capital
- Interpreting company accounts by using some best practice ratios which will enable an understanding of the profitability, management efficiency, liquidity and solvency of a business
- Understanding a company's up-to-date cash flow position in order to negotiate appropriate and relevant instalment plans



## WEBINAR 6: COURT PREPARATION

Thursday, 8 October (Pre-Recorded Webinar) & Friday, 9 October 2020 (Live Q&A Session)

The key objective of this pre-recorded webinar is to equip participants with the necessary skillset required to prepare for court.

### Webinar Content

The webinar will cover the following areas:

- Overview of the Irish Legal System and Structure of the Courts
- Sequence of events in a contested case and legal phrases explained
- The Law of Evidence and legal proofs required in debt recovery
- Preparing statements and reports for the purpose of litigation
- Effective communications under pressure

There will be a facilitated live Q&A on Day Two to discuss any questions arising from the pre-recorded webinar. The Live Q&A will be from 2:00pm - 3:00pm.

### Webinar Leader

Sarah Reid, LLB, LLM, BL Practising Barrister, Author and Law Lecturer

### Webinar Fee

€100 per person

## COST & BOOKINGS

The cost of attending all webinars is €575 per person and individual webinar fees are outlined under each webinar above.

**Bookings for all webinars can be made via the IPA website [here](#).**

Please be sure to advise which webinars you will be attending.

All bookings will be confirmed via email and instructions on how to join each webinar will be forwarded to registered participants.

## FURTHER INFORMATION

For further information about the Debt Management Webinar Series, please contact:

Central Bookings Office  
Institute of Public Administration  
57-61 Lansdowne Road, Ballsbridge  
Dublin D04 TC62  
training@ipa.ie | [www.ipa.ie](http://www.ipa.ie)

