

PALOMINO TRAINING SOLUTIONS

DEBT COLLECTING TRAINING

★ **ONE** ★
DAY

9:00 AM - 15:30 PM

Fact: 75% of debt is collected after the 5th attempt. Most debt collectors give up after the 1st attempt.

Bad debt is a serious matter for any company. It has been known to ruin otherwise successful concerns.

Learn to be as focused as a bear to ensure that your debt collection activities result in payment of the outstanding amounts, without damaging your customer relations.

In this course you will be given tool and techniques on how to deal with debtors and successfully collect outstanding monies.



Palomino Training Solutions
specialists in corporate training

Empowering others to help themselves through training, education & motivation.

COURSE OVERVIEW



Section 1: Introduction

Smile and Dial, It's all in the Tone, Take Control and don't let go, Be Prepared, Ask Questions and Listen, Make Notes, Stay Focused and don't be Manipulated, Broken Promises, Avoid Arguments and Threats, Objections, Getting Commitment and Summarising

Section 2: Communication

The Communication Process, Barriers, Assertive Communication

Section 3: Voice and Voice Production

Parts of our Voice, The Words we Use

Section 4: Listening on the Phone

Becoming a Better Listener, Listening is an active process

Section 5: Body Language

Section 6: Telephone Skills when Debt Collecting

Techniques, Stress

Section 7: Types of Debtors

Types of Debtors, How to Deal with them

Section 8: Managing Debtors Effectively

Collection Letter Templates

This workshop includes dynamic trainee/trainer interactions and discussions, written and oral exercises, case studies, reflection, quizzes and a workbook for each participant to take back to the workplace.

TARGET AUDIENCE

All individuals and professionals who would like to increase their debt collecting skills in order to effectively collect outstanding debt within a company.

