



Palomino Training Solutions
specialists in corporate training

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Debt Collecting Training (1 day)

Course Overview

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. However, it is essential to ensure that your debt collection activities result in payment of the outstanding amounts, without damaging your customer relations.

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

This workshop is designed for everyone who deals with debt collection in an organisation.

Course Outline

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

Section 3: Voice and Voice Production

- Parts of our Voice
- The Words we Use

Section 4: Listening on the Phone

- Becoming a Better Listener



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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