

Winning Strategies for Credit Management and Debt Recovery

OBJECTIVES

At the end of the programme, participants will be able to:

- Understand why debts occur and be able to evaluate your debtors for collectability
- Employ simple strategies to collect outstanding debts while avoiding common collection mistakes that cost you your company's business
- Convert a debtor customer into a faithful, profitable customer
- Improve your income and protect your business from failure
- Reduce your stress and enjoy a fuller, more productive life
- Understand the definition and differentiation in between debt and hard core debt
- Master in collecting hard core debts

WHO SHOULD ATTEND?

- Collection Executives, Banking and Financial Executives, Collection Managers and those who are progression into a collection management role or who have limited experience in debt collection activity.

WORKSHOP OUTLINE

- Module 1: Your Telephone Voice**
- Module 2: Listening Skill**
- Module 3: Communication Gaffes**
- Module 4: The Emotional Side**
- Module 5: Pre-Call Planning and the Opening Statement**
- Module 6: Asking Questions with Precision and Transition to Payment Arrangement**
- Module 7: Handling Objections and Closing the Call**
- Module 8: Introducing TPS Technique – Third Part Searching**

If you have any enquiries, please contact
+60 (3) 56213630 or
email: info@comfori.com



Registered with:

SBL CLAIMABLE

PSMB
APPROVED TRAINING
PROVIDER
CLASS A
(Serial No: 1631)

MINISTRY OF FINANCE
(MOF No: 357-02054304)

CELEBRATING
10
Years
OF YOUR
EMPLOYEES' POTENTIAL

