

# DEBT COLLECTION BY TELEPHONE – A SMARTER WAY

## OBJECTIVES

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

- Raise collection effectiveness through the telephone
- Develop a strong team of confident telephone debt collectors
- Recover debts as well as maintaining customer relationship
- Achieve company's objectives
- Recognise the importance of verbal and vocal skills in telephone debt collection
- Make well managed collection calls with great confidence
- Master the skills of a successful telephone debt collector

## WHO SHOULD ATTEND?

Credit Controllers, Telephone Debt Collectors and Team in charge of collecting debts from client.

## WORKSHOP OUTLINE

- Module 1: CREDIT RECOVERY EFFECTIVENESS**
- Module 2: THE TELEPHONE COLLECTION**
- Module 3: OBJECTIONS**
- Module 4: THE CLIENT**
- Module 5: THE EXCUSES**
- Module 6: THE CALL PREPARATION**
- Module 7: THE CONVERSATION**
- Module 8: THE VOICE**
- Module 9: EMOTIONS**
- Module 10: CONFLICTS**
- Module 11: BASIC PRINCIPLES OF NEGOTIATION**
- Module 12: AVOID ARGUMENTS AND THREATS**

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