

Up skilled yourself won't be complicated because we're here for you.



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FINANCE & ACCOUNT CORE MODULE



Helping to meet Industry Standard





INFORMATION

INTRODUCTION

Debt collection is a tricky problem, and you have definitely faced it before. In your normal business dealings, you have probably encountered customers who innocently do not pay when they are supposed to. Clearly, aggressive collection on such customers will unnecessarily create ill will. In fact, the typical customer will be embarrassed over not making the required payment on time. Then, there is the other customer—the one who deliberately avoids or delays payment. This type of customers can ruin your business. Somehow, you must distinguish between the two, and you must resolve the debts.

In this course, you will learn how to do that and learn proven techniques to turn a late-paying customer into a loyal customer.

AUDIENCE

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.

OUR MODULE : FIO33

TOPIC COVERED

- 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

LEARNING OBJECTIVE

- Understand why debts occur and be able to evaluate your debtors for collectable
- 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

We're here to assist you to overcome challenges & achieve your desired goals.

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