

Essential Telephone Collection Techniques*

*This course can lead to an ICM Skills Award



Who will benefit

Level 2 3 4 5

Trade credit staff with some telephone collection experience. It is an ideal follow on for those who have attended the ICM 'Getting Started in Credit Control and Collections' course.

Objective

An interactive course providing the skills to stay calm, confident and focused when collecting overdue accounts. It will also give techniques to use in more challenging situations whilst negotiating workable solutions.

Course content

■ Essential Principles

- What is Credit?
- Partnership and the trading relationship
- What are our overall objectives?
- How important is our role?
- The Contract and what we mean by our payment terms.
- Disadvantages and Advantages of the telephone

■ Psychology of Collections

- Selling the need to pay
- Attitudes – I'm OK, you're OK
- Behaviour - Adult, Parent, Child
- Assertiveness – what is it?
- Personality - Comfort Zones
- Dealing with angry people
- Some handy tips

■ The Telephone as Part of the Collection Campaign

- Different call types

■ Call Structure

- The five stages in a good telephone call.
- Preparation; Building rapport; Asking for the money;
- Closing the Call; Follow up
- Controlling the call

■ Dealing With Difficult Debts and Excuses

- Bureaucracy
- Invoice queries and disputes
- Cash Flow Problems
- Evasive, don't want to pay

■ Putting It into Practice with Words and Phrases to Avoid or Use

■ Negotiating a good result

■ Summary and Action Plans

Fee: £390.00 + VAT Non-Members, £310.00 + VAT Members

Where next?

- Advanced Telephone Collection Skills
- Debt Recovery through the Courts