

Debt Collection by Telephone

Duration: 1 day

Who should attend: This course is designed for anyone in a company who either currently uses the telephone to collect money or is intended to do so in the future.

Topics

Preparation and Pre-call Planning

- Being prepared
- Making notes
- Knowing your limits
- Planning your questions

Directing the conversation

- Establishing who you need to speak to
- Asking the right questions
- Emphasise what you will do if the money is not paid
- Ending the call positively

Telephone Techniques

- The difference between the customer hearing you and not seeing you
- Projecting the correct image
- Listening
- Using an assertive attitude
- Recording all details

Skills practice

- Each delegate has the chance to make a call (relevant to their company) and critique it.
- Practicing new ideas
- Correcting any faults
- Hearing how you sound
- Hearing how others sound