

## EARLY COLLECTIONS TRAINING HALF DAY

### COURSE OVERVIEW

This course combines aspects from assertiveness, confidence, and customer service training to provide you with the skills and knowledge to collect debt.

You will be able to use assertiveness to deal with customers effectively, use key questions for debt collection, assess information, suggest alternatives, gain agreement from customers, and handle objections.

### CONTENT

- Why debt collect?
  - Financial implications
  - Customers profiles
- Stages of a collections call
  - Preparation
  - Objectives(s)
  - Opening the call
  - Discussion
  - Closing
- Skill Practice
  - Action plan



### COSTS

Per Person: N/A

Per Group: £600.00

\*Maximum 10 delegates per group. 20% discount applied if Core HR subscriber.

Training available at your premises or off-site at our bespoke training facility in Rochdale.