



Course Outline: CUSTOMER SERVICE AND DEBT COLLECTION

Well trained debt collection staff can easily deal with their jobs because they are trained to make use of professional customer service techniques that will not only help them to enjoy their jobs and boost their morale but will also assist them in relating to – and keeping - their customers.

Incorporating an interactive strategy of customised role-play training, this programme is designed to build confidence, while at the same time, boost productivity and quality.

COURSE CONTENT

1. Telephone rules and etiquette.
2. Active Listening.
3. The human factor.
4. Control the call.
5. Effectively use voice tone and key words to build empathy.
6. Get your message across.
7. Recovery techniques.
8. Manage stress, image, and attitude.
9. Written requests for payment.
10. Initial collection call.
11. The steps of the initial collection call.
12. Leaving messages for the customer.
13. Practice makes perfect.
14. Negotiations: Seven Rules for successful debt collections.
15. Possible results of the initial collection call.
16. Effective collection call techniques.
17. Multitasking during a collection call.
18. Overcoming stalls and objections.
19. Role Play: An Initial collection call script.
20. How to deal with the call:



Continue... / Customer Service And Debt Collection

- a. That is unacceptable.
- b. Time is of the essence.
- c. That would help, right?
- d. Getting the good faith payment.
- e. Dealing with dodges, stalls and hardships.
- f. The road to purgatory.
- g. Dealing with attacking clients.
- h. Harassment allegations.
- i. Procrastinating and “trying” responses.

21. Fun: Two teams compete for a prize in a Q & A session at the end of the day. This game facilitates learning and delegates leave on a high note.

DURATION

One full day.