



## Virtual Classroom via Zoom

The Training You Need: The Results You Want

### Outline:

The course will cover the following:

**Outbound calling:** Skills to prepare for debt collection calls. Be in the right “head space”

**Call Flow understanding:** Direct the call and maintain control - minimise call time and number of contacts needed for resolution.

**Establishing contact:** Get through gatekeeper issues and debtor avoidance. Overcome resistance – change the perspective of the debtor to that of quick and willing cooperation.

**Influencing techniques:** Words and phrases to motivate positive action and get a firm resolution that the person is committed to follow through with.

**Negotiation:** Understand the value of negotiation, problem solving and increasing debtor motivation. Respond flexibly to the person’s unique circumstances while standing your ground in terms of company policy and debt resolution.

**Options & Alternatives:** Give additional options or alternatives that relate to the person’s situation – educate and support for a win-win outcome.

**Gaining Commitment:** ‘Closing’ techniques to get immediate and full settlement.

### Aim:

To improve knowledge and skill in providing win-win outcomes in all aspects of debt collection.

### Delivery:

*We will use the Zoom platform to deliver this.*

- Limited numbers
- Breakout sessions for discussion & practice
- Fully interactive with participants & facilitator
- Reference material
- 3 months support

**DATE:** Wednesday February 21st

**TIME:** 9am – 4.30

**COST:** \$540 + GST

