

Advanced Telephone Collection Skills

Cash collections while building relationships with your customer is the ultimate goal for experienced collectors. This programme helps you build these best practice collections skills.

What will you gain?

- Understanding about how to turn around negative situations.
- Increased ability to deal with difficult debts.
- Post-course assignment if you are interested in getting qualified.

Who is it for?

The training is designed for experienced trade credit professionals who wish to review their current telephone techniques and build their skills in customer handling. The course is an ideal follow on from telephone collections and negotiating training.

What will it cover?

- A self assessment
- Account queries
- Voice projection
- Persuasive language patterns
- Difficult debts
- Effective negotiation
- Practical exercise
- 10 top tips

Assessment

Questionnaire six weeks after training so you can check progress with your action plan.

Opportunity to complete an assignment to gain a Level 2 or Level 3 award in customer relations and cash collections (6 credits) in January, June or October.

Duration	1 day
Cost	£310 + VAT CICM member
	£390 + VAT Non-member
Code	S104

Recommended next courses:

Psychology of Collections
Negotiating and Influencing Skills
Debt Recovery through the Courts

Training options



Open training



In-company training

**OPTIONAL assignment towards
CICM Certificate in Credit Management**

“ Fantastic, liked the fact that the training was interactive. ”
Collections Team Leader, Utilities

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The recognised standard in credit management

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