

Collecting with Confidence

Highly interactive programme which helps improve your collections performance especially by educating the customer about future business dealings.

What will you gain?

- Improved confidence in dealing with external customers and internal business colleagues.
- Increased ability to obtain prompt payment of overdue accounts.
- Post-course assignment if you are interested in getting qualified.

Who is it for?

The training is designed for trade credit advisers who are new to collections or those who would like to refresh their skills.

What will it cover?

- It's all about cash flow
- Your customer
- Dealing with your internal customers
- Smarter collection calls
- Staying confident and assertive
- Positive active language
- Challenging situations
- Negotiation skills
- Practical session

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 telephone collections (6 credits) in January, June or October.

Duration 1 day
Cost £310 + VAT
CICM member

£390 + VAT
Non-member

Code S112

Recommended next courses:

Negotiation and Influencing

Advanced telephone collections

Training options



Open training



In-company training

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

“ Great interactive course – I came away brimming with confidence. Can't wait to get back to the office to try out my new skills. ”

Credit Controller, Agricultural Machinery Manufacturer

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The recognised standard in credit management

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