

# 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.

[View and Book Scheduled Courses](#)

[Training Directory](#)

**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

**The Recognised Standard**

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