

Essential telephone collection techniques

Transform your collections performance with this interactive one day training programme. Learn from an expert about effective telephone techniques and how to resolve difficult situations.

What will you gain?

- New techniques to raise your effectiveness in collecting from a wide range of customers.
- Improved confidence in dealing with difficult and challenging situations.
- Post-course assignment if you are interested in getting qualified.

Who is it for?

The training is designed for anyone involved in collections who has some telephone experience. The course is an ideal follow on from 'Getting started in credit control and collections'.

What will it cover?

- Personality types
- Call structure
- Dealing with customer objections
- Resolving difficult and challenging situations
- Negotiation skills
- Closing the call and follow up action
- Practical exercises

Assessment

Pre and post training self assessment linked to a performance improvement 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 S115

Recommended next courses:

Negotiation and Influencing

Advanced telephone collections

Training options



Open training



In-company training

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

“ I now have a better awareness about different types of customer and have techniques to get the result I want.

Customer Adviser, Telecoms ”

The Recognised Standard

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