

## Psychology of Collections

This 2-day programme builds advanced collections skills through an understanding about the psychology of collections.

### What will you gain?

- An understanding of relevant psychological theory.
- Advanced collections skills.
- Useful advice on how to manage conversations with debtors.

### Who is it for?

The training is designed for team leaders, credit managers or experienced collectors. The programme provides useful additional support for the CICM Level 3 Customer Relations and Cash Collections unit.

### What will it cover?

- Creating instant rapport regardless of resistance
- Handling awkward people and situations
- Understanding and controlling emotional reactions under stress
- Self confidence on the telephone
- Controlling aggression and passiveness to achieve assertiveness in all situations
- Understanding the dynamics of guiding conversation
- Understanding and stopping the psychological games that people play
- Reading and using the subconscious signals sent out by others
- Choosing the right approach at an early stage
- The gentle art of letting other people use their strength against themselves

### Assessment

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

Duration 2 days

Code S325

Recommended next courses:

Negotiating and Influencing Skills

People, Process and Performance Management

### Training options



In-company training

“ I know now how to analyse people and behaviours and can use this information to achieve a goal. It has been genuinely an honour and pleasure to be taught by this trainer. ”  
Credit Manager, IT

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The Recognised Standard

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