

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 in credit management

T: 01780 722907

E: training@cicm.com

www.cicm.com