

# Telephone Collections

Learn how to collect over the phone without leaving your desk from this interactive training webinar.

## What will you gain?

- Essential telephone collections skills.
- Improved collection rates.
- Post-course assignment if you are interested in getting qualified.

## Who is it for?

Ideal for those looking for a brief overview of telephone collections. The webinar covers key areas of telephone collection, provides pointers for successful collection and gives tips to put into practice immediately.

## What will it cover?

- **Preparation**  
Making sure we have the information we need
- **Right person**  
How to identify and get to the decision maker
- **Opening**  
Making first impressions count
- **Discussion**  
Tips for dealing with the excuses and maintaining control
- **Close**  
How to gain commitment and confirm the agreement
- **Notes**  
Making them count plus the legal aspects
- **Follow up**  
How, when and who

## Assessment

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** 45 minutes

**Cost** £87 + VAT  
CICM member



£97 + VAT  
Non-member

**Code** WEB2

## Recommended next courses:

**Credit Management in a Nutshell**

**Negotiating and Influencing**

**Advanced Telephone Collections**

## Training options



Webinar

“ Gained new ideas which I could use immediately at work to raise my collections. ”

Credit Controller, Legal Sector.

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The Recognised Standard

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