

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?

This training is ideal for those who need a brief overview of telephone collections. It 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

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 apply immediately raise my collections.

Credit Controller, Legal Sector.

Assessment

Pre and post training self assessment linked to 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](#)

The recognised standard in credit management

T: 01780 722907

E: training@cicm.com

www.cicm.com