

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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