

Programme

Telephone Collections - Consumer Credit Techniques

Learning Outcomes

- Understand their company's debt collection philosophy and what makes a good collector.
 - Understand what they can and can't do and why.
 - Know a collection strategy for different types of defaulters.
 - Know how to handle a range of calls to maximise debt collection.
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Content

- **Introduction**
- **Understanding debt collection philosophy**
 - Company collection culture
 - Collection policy and philosophy – what is it?
 - How are collectors perceived inside and outside of the business?
 - What constraints and confinements are there when doing the job?
- **What makes a good telephone collector**
 - The role and purpose of Collectors
 - Qualities needed to do the job – skills, knowledge, attitude
 - Applying commercial judgement on the telephone
- **Compliance and debt collection guidance**
 - Hard laws and soft laws (harassment)
 - A reminder of legislation and guidance
 - What you can and cannot do
 - Examples of best and worst practice
- **Recognising types of defaulters and debtor profiling**
 - The will pays – but don't
 - The won't pays – but could
 - The can't pays – but want to
 - The collection strategy for each category
- **Treating Customers Fairly**
 - Being fair to customers who owe money
 - Recognising vulnerability
 - Counselling and compromising
 - Dealing with third parties
- **Role playing the first call**
 - Introducing the PhoneCoach
 - How you are doing it now?
 - Recognising the type of defaulter
 - Listening to individual styles
 - Feedback and critique

- **The cash chasing plan**
 - Pre-call preparation
 - Reaching the debtor
 - Developing the dialogue
 - Reaching a commitment
 - Closing the call
- **Telephone interpersonal soft skills**
 - Questioning techniques, listening skills, counselling skills
 - Negotiation techniques
- **2nd Role play telephone call**
 - Practicing interpersonal skills on the telephone
 - Feedback and critique. Lessons learned
- **Being and staying assertive**
 - Standing up for your rights without infringing the rights of others
 - How to behave – what to say
 - How to recognise typical behaviours
- **Using influencing factors**
 - What are they? When and how to use them? Other collection tools
- **Handling disputes and conflict**
 - Overcoming resistance
 - The behaviour to adopt
 - Dealing with verbal abuse
 - Using influencing factors
- **Collection Tips**
 - Tried and tested tips and techniques that will improve collections
 - Recognising how to and when to use them
- **Putting the whole theory into practice**
 - A role play workshop on different types of telephone calls
 - Acting out typical scenarios
 - Analysing and critiquing calls
- **Lessons Learned**
 - A summary of the learning
 - Key messages to take back

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The Recognised Standard

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