

# Negotiating and Influencing

Develop your negotiating and influencing skills without leaving your desk from this interactive training webinar.

## What will you gain?

- Knowledge about techniques and how you apply them to collections.
- Awareness about your negotiation and influencing style.
- More confidence and success.

## Who is it for?

Essential for anyone working in a credit management or collections role. The webinar provides a good refresher for experienced credit controllers, team leaders and managers.

## What will it cover?

- Your style of negotiation and influencing
- Your powerbase
- Preparing to negotiate
- Negotiation principles
- Opening and closing negotiations
- Handling differences

<b>Duration</b>	<b>2 hours</b>
<b>Cost</b>	<b>£160 + VAT</b> <b>CICM member</b>
	<b>£170 + VAT</b> <b>Non-member</b>
<b>Code</b>	<b>WEB6</b>

## Training options



Webinar

“ This training has transformed the way I approach any interaction – highly recommended.”  
Collector, Bank

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The Recognised Standard

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