

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

Duration 2 hours
Cost £160 + VAT
CICM member

£170 + VAT
Non-member

Code WEB6

Recommended next courses:
Negotiating and Influencing

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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