

23<sup>rd</sup> Date of the  
Month (Year 2019)

# Telephone Debt Collection

Duration: 1 Day

Audience: Debt collectors, call center agents and credit staff.

## For Debt Collectors, Trainers and Credit Managers

- Empower debt collectors with best practice debt collection techniques.
- Train debt collection agents on controlling collection calls better & Follow a successful debt collection process.
- Increase your agents debt collection rate.
- Includes a free debt collection software.

**An effective and engaging training program specifically designed for telephone debt collection agents packed with hands-on activities and best practice debt collection tips and techniques.**



Slides



Exercise sheets

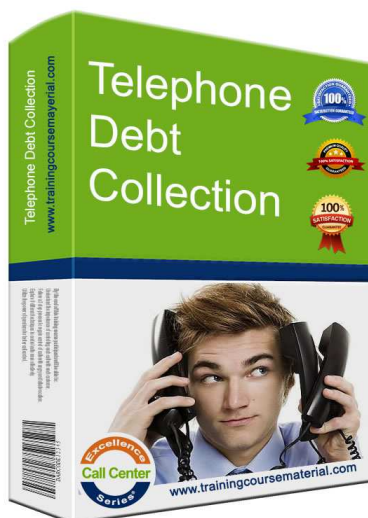


Workbook



Job aids and  
useful forms

- A well-structured format & powerful training
- Enliven with numerous activities to tackle fundamental key points
- Logically structured standalone modules
- Take charge of developing your agents
- Pick out key learning points & Energize team meetings or huddles to stress on & develop specific skills.



## Overview

This one day program is specifically designed for debt collection call center agents and credit department staff who deal with customers with outstanding or overdue debts.

It introduces a plethora of specific debt collection call best practice and negotiation techniques to help collection staff handle challenging collection conversations more professionally with debtors and customers with overdue payments and collect more overdue debts.

<https://plantraining.wordpress.com>

## Course objectives:

***By the end of this training course participants will be able to:***

- Follow a step by step debt collection call process.
  - Increase debt collector's confidence when handling challenging collection calls.
  - Understand and practice specific collection call best practice techniques.
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## Outline of topics

### **Introduction to debt collection**

- ✓ Attitude, Skills and Knowledge of a successful debt collector.
- ✓ The 4 different types of debtors
- ✓ Debt collection account fact sheet.

### **The Debt Collection Call Process:**

- ✓ A step by step process for a successful debt collection call.
- ✓ Debtor's stalls and objections – Debt disputes..
- ✓ The mindset of a successful debt collection agent.

### **Debt Collection best practice tips and techniques:**

- ✓ The "Close Out" technique
- ✓ About debt collection negotiations
- ✓ Ten telephone debt collection best practice tips and techniques.

**Competitive review game - *An Exciting review challenge (Power Point Game)***

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### **The Training package includes:**

- Best practice theory exploration
- Facilitator-led group discussions
- Role playing
- Practice exercises
- **Participant Reference Workbook**
- **PowerPoint Slide Presentation**