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Debt Collecting by Telephone

Running a business successfully means more than having the right product or service. It means more than good marketing, high sales, able staff, high profile image and good customer care. All these things come to nothing if you don't get paid and paid on time.

Debt Collecting, Collecting Arrears, Effective Credit Control, Managing Accounts, whatever it is titled is vital for successful businesses whatever the size. Various methods can be employed to chase overdue payments but one of the most efficient routes has to be by talking to the appropriate people over the telephone. To succeed, however, this has to be done with techniques designed to get results.

Course Content

Communicating by the telephone
Appropriate questioning techniques
Skills required for success
Speaking to the right person
Assertiveness over aggression
Retaining image and good will
Preparing to succeed
Moods and attitudes of the customers
Controlling for agreement
Dealing with the difficult person
Exercises