

## Credit Control by Telephone

### INTRODUCTION

Designed for staff who are responsible for obtaining payment from clients. This course deals with telephone collection, looking at techniques, questioning skills and gaining a positive outcome without alienating the client

### COURSE OBJECTIVES

*By the end of the course, delegates will have:*

- **Identified** the process for the collection of payments
- **Agreed** the most effective way of handling the call
- **Demonstrated** their ability to prepare for the call
- **Practised** making the call
- **Recognised** the importance of voice, tone and the use of positive language
- **Developed** questioning and listening skills
- **Practised** dealing with difficult customers
- **Developed** a plan to effectively collect payments

**COURSE DURATION:** 1 Day Course

### COURSE CONTENTS

#### Credit Control

The Process

#### Listening Skills

Practical Exercises

#### Questioning Skills

Practical Skills

#### Assertive Communication

#### Preparing for the Call

Information gathering prior to the call

Questions

Importance of Voice

#### Common Difficulties

Dealing with a variety of clients

The many reasons for non-payment

Dealing with evasion, delays and complainers

#### Making the Call

Asking for payment

Dealing with the difficult customer

Guiding the customer to a state in which they will agree payment

#### Personal Development Action Plan

[www.oaktree-training.co.uk](http://www.oaktree-training.co.uk)

