

DEBT COLLECTION THROUGH PHONE

"Master the Art of Persuasive Communication and Recover Outstanding Debts Professionally and Ethically."

Schedule

Venue (In-house)	Fees
At Your Organization Premises	Ask For The Quotation

► **Available delivery methods:** In-House Training

Introduction

Debt collection is one of the most challenging aspects of financial and customer management. Effective telephone-based collection requires a balance of communication skills, emotional intelligence, negotiation techniques, and professionalism.

The Debt Collection Through Phone course provides participants with proven strategies to handle difficult customers, manage objections, and recover overdue payments without damaging client relationships. The course focuses on the psychology of communication, ethical collection practices, and compliance with regulatory frameworks, ensuring both performance and professionalism.

Objectives

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

- Understand the fundamentals of telephone debt collection.
- Develop professional communication and negotiation techniques.
- Apply strategies for overcoming objections and excuses.
- Manage difficult or emotional debtors with confidence and empathy.
- Maintain professionalism while achieving collection targets.
- Record, report, and track collection calls effectively.
- Ensure compliance with legal and ethical debt collection standards.

Why Attend

Effective debt recovery directly impacts an organization's cash flow and financial health. This course equips participants with the tools and confidence to handle challenging collection calls, improve recovery rates, and maintain a positive customer experience. Participants will gain insights into human behavior, persuasion techniques, and stress management, all essential for success in collections.

Target Audience

This course is suitable for:

- Credit and Collection Officers
- Customer Service Representatives
- Accounts Receivable and Finance Staff
- Call Center Agents and Supervisors
- Credit Control Managers
- Anyone involved in debt collection or financial recovery

Individual Benefits

- Gain confidence in managing collection calls effectively.
- Learn proven communication, persuasion, and negotiation skills.
- Reduce stress and frustration when handling difficult customers.
- Improve performance and success rate in recovering overdue debts.
- Enhance professional image and customer relationship management.

Organizational Benefits

- Increase recovery rates and improve cash flow.
- Reduce bad debt write-offs and collection costs.
- Improve consistency and professionalism in collection calls.
- Strengthen customer relationships through ethical and respectful handling.
- Enhance compliance with regulatory and corporate standards.

Instructional Methodology

The training uses a highly interactive and practical approach:

- Role-playing and simulated collection calls
- Real-world case studies and best practices
- Group discussions on challenging debtor scenarios
- Audio recordings for feedback and analysis
- Practical exercises on tone, empathy, and persuasion
- Continuous evaluation and personalized coaching

Course Outline

- Module 1: Introduction to Debt Collection – Role and Importance
- Module 2: Understanding the Psychology of the Debtor
- Module 3: Telephone Communication Skills for Collectors
- Module 4: Structuring the Collection Call – Preparation and Planning
- Module 5: Handling Excuses, Objections, and Difficult Conversations
- Module 6: Negotiation Techniques for Effective Collections
- Module 7: Legal and Ethical Aspects of Debt Collection
- Module 8: Stress Management and Emotional Intelligence for Collectors
- Module 9: Recording, Reporting, and Follow-up Procedures
- Module 10: Role Plays, Case Studies, and Performance Feedback

Certification

Upon successful completion, participants will receive a Certificate in Debt Collection Through Phone, recognizing their competence in professional, persuasive, and compliant debt recovery techniques through effective telephone communication.

Why Choose MAWA Events

- **Global Expertise:** More than 17 years of experience in professional training and consulting.
- **Industry-Leading Faculty:** Courses delivered by seasoned professionals with hands-on experience.
- **Practical Insights:** Learn to turn theory into actionable strategies for real-world business impact.
- **Client-Focused Solutions:** Customized programs designed to achieve your organisation's unique goals.

In-House / Customized Training

Interested in running this course for your team?

Please contact us:

TEL:

+601116373203

EMAIL:

info@mawaevents.net

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