



Debt Collections Training

Course outcome

To effectively equip agents with the required skills to recover debt within a Contact Centre environment

Learning outcomes

1. The WHAT of Credit Management

- Define the Debt Collection responsibilities for the company and customer
- Determine the personal attributes of a successful Debt Collection Agent
- Defining Credit and Credit Management
- Understanding the Business Process
- Understanding the role credit plays in our economy

2. The WHY of Credit Management

- Understand the importance of an effective credit management system

3. The HOW of Debt Collection – Business Level

- Define the 4 step process to making a Debt Collection call
- Understand the importance of follow up during the Debt Collection process

4. The HOW of Debt Collection – Human Level

- Understanding Communication Styles and Ego States
- Techniques for voice projection
- Making effective use of the telephone to ensure professionalism

- **Practical role-plays and Call Assessments using a Contact Centre simulator!**

Aligned to unit standard

Non-aligned

Target audience	Aimed at individuals who operate in a Contact Centre environment and are required to contact customers with regards to collecting outstanding debt.
Course duration	3 days
Training medium/media	Interactive workshop, including a Learner Workbook supported by a Contact Centre simulator, which promotes skills practise of the Debt Collections process.