



COLLECTION NEGOTIATION TECHNIQUES

Equip yourself with the necessary tools for overcoming the customer response “I can’t pay”

COURSE OVERVIEW

Are you finding customer objections difficult to navigate? Can you sell the benefits of payment without having to outline the consequences of non payment?

If you find yourself hitting a roadblock when a customer objects to payment, this eMatrix course will equip you with language and strategies based on behavioural psychology for overcoming common objections in collections. This includes knowing what questions to ask and how to deliver them for a positive outcome.

LEARNING OUTCOMES

- Learn to ask for the money in an assertive manner and understand that blaming creates resistance
- Use effective questioning techniques to overcome the customer response, “I can’t pay”
- Listen for triggers and ask the right discovery questions
- Overcome the 8 most common objections in collections
- Create the need to pay; sell the benefits of paying
- Maximise your payment arrangement outcomes and negotiate without discussing “minimum amounts”
- Explain the consequences of non-payment in a meaningful way
- Ensure the customer agrees and commits to the solution