

A black and white photograph of two call center agents wearing headsets. The agent in the foreground is a young man with short hair, smiling warmly at the camera. The agent in the background is a woman, also smiling, looking slightly to the side. The image is partially overlaid by a yellow vertical bar on the left side.

RESPECTFUL COLLECTIONS

Develop the confidence to ask for the money and identify the difference between a customer's willingness and capacity to pay

COURSE OVERVIEW

How can you engage your customer when collecting debt? How do you know if the person really can or can't pay? Is your approach too harsh or too soft?

eMatrix can provide you with specialist training in debt collection and negotiation techniques to help you better manage your approach and get the balance just right.

LEARNING OUTCOMES

- Understand the emotions customers attach to owing money
- Workshop approaches to common customer frustrations and objections related to paying their debt.
- Know what to say when a customer says "I can't pay"
- Learn how to avoid common traps of 'matching' a customer's behaviour, how to apply empathy, not sympathy and use neutral language to limit resistance.
- Use the HEAT technique to overcome objections
- Understand the Decoy Effect and how it can be applied
- Identify the difference between a customer's willingness vs capacity to pay