

COLLECTIONS MODULES

Understanding the power of communication and mechanics of productive, efficient, trust building, positive and solution-based techniques.



ACCC GUIDELINES IN COLLECTIONS

- Identify Learn Commonwealth consumer protection laws apply in debt collection, including the joint ACCC and ASIC Debt Collection
- Guidelines for collectors and creditors



COLLECTION CONCEPTS

- Identify the skills and behavioural traits that are ideal for collection and hardship roles
- Understand contributing factors to people not paying their bills
- Identify the balance in philosophy behind commercial outcomes and needs of the customer



WILLINGNESS VS CAPACITY

- Understand why people avoid paying and the emotions people attach to debt
- Identify the difference between a customer's willingness and capacity to pay
- Learn the best approach to adopt for each



ASKING FOR THE MONEY

- Avoid the 6 opening call killers in collections
- Ask for the money with a confident and respectful approach
- Based on the customer's history, know how to adapt your approach
- Learn the power of the pause



QUESTIONING TECHNIQUES

- Know what to say when a customer says "I can't pay"
- Learn the art of discovery
- Know what questions to ask and how to ask them – listen for and act on triggers



MAXIMISING PAYMENT

- Use positive and negative timelines to maximise your repayments
- Learn to manage habitual defaulters vs first time defaulters
- Learn how to say no and provide alternative options
- Explain the consequences of non-payment in a meaningful way



NAVIGATING COMMON OBJECTIONS TO PAYING

- Overcome the most common objections in collections
- Understand empathy and apply it to common frustrations/situations
- Use effective communication techniques based on behavioural psychology



SELLING THE BENEFITS

- Use 'seasoned' language to influence the customer to maximise repayment
- Weave in benefits, impact words, action and purpose statements to maximise your repayments
- Set your customer up for success