



## Influencing, Persuading and Negotiating Skills for Collections

### Objectives

A one day course aimed at collectors who need more advanced skills to negotiate and influence debtors to pay. The course can be tailored for both the consumer credit industry and trade credit environment.

### Content

#### Back to Basics – Communication Skills

- Rapport building skills, listening and pacing
- Identifying your personal style and adapting to suit every situation
- Creating a professional lasting impression

#### Influencing Skills

- 'Can do' approach - learning to adopt positive language, rephrasing and avoiding the 'red rags' in communication.
- Understanding when to push and when to pull the customer
- Persuading the customer to your way of thinking.
- Identifying the customer type and applying the right strategy
- Questioning techniques to get the right answers
- Learn the five secrets to motivate a customer to pay

#### Negotiation Skills

- Understanding when to negotiate, when to influence, when to escalate and when to walk away
- What is negotiable – usually time and payment method and what isn't negotiable

- Negotiating format – how to use a simple formula for success and applying it in the work environment
- How to close the negotiation

### **Payment Arrangements**

- When to make a payment agreement and working within your company rules
- Going through income and expenditure (personal credit agreements)
- Identifying the ability to pay
- Understanding if the customer is committed to keep the agreement
- Follow up and reassessment of situation

