

Course:

Collections- Effective Collection Techniques

For registration and other course information contact Bessie Christophilakis, Training & Events Coordinator of The MEARIE Group, at 905-265-5361, email bchristophilakis@mearie.ca

Course Summary & Objective:

Tim Paulsen, Facilitator

The participants will find they have less stress in contacting and communicating effectively with customers who are past-due. They will not only collect more of the money that is past due, the returns will also be faster. It is important to note that the objective of this course is not to 'know how' to collect more... but to begin using the techniques right away - on the job.

Course Outline:

What Will be Learned:

- Specific words to avoid and those that should be used when collecting and negotiating
- Master the three phases of a professional collection call: Statement, Response and Rebuttal
- How to handle the customer who may be upset, perhaps even irate
- Scheduling and time management tips to get the most out of your collection day
- How to never be thrown by an excuse a customer may give for non or delayed payment
- What to say when you're 'stuck'
- A simple method to get better than a 60% improvement over a 'good' offer
- Handle the customer who wants to speak 'to the boss'
- Learn the most effective negotiating techniques as they apply to accounts receivable

Who should attend?

Accounts receivable personnel, supervisors, support staff, credit managers and collection managers.

Date(s):	October 14, 2010	Cost:	\$450.00 + HST Includes materials, lunch and breaks
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Course Length:	1 day	Location:	The MEARIE Group
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Accommodation	Accommodation (see pg. 6) is the responsibility of employer. Lunch will be provided by Training Agency.
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