

successful collection techniques

description

Obtaining the initial business is relatively easy - getting paid is more difficult. The competition for money is fierce. To stay ahead in the payment stakes and to maintain a healthy cash flow it is essential to develop key skills and techniques. This Programme is designed to do exactly that.

who should attend

- Anyone who needs to know about successful cash collection.
- This will include credit controllers who wish to achieve outstanding success.
- Anyone concerned with prompt payment of accounts.

features

The Programme includes

- improving the payment habits of valued customers
- reaching the decision maker
- rules for successful collection
- influencing customers to pay
- negotiating the payment promise and turning the promise into a payment
- improving the impact of collection letters
- controlling the conversation
- maintaining excellent client relationships
- overcoming delaying tactics
- closing the call whilst ensuring payment is made

format

Tutorial presentation of ideas and concepts with delegate participation. Role plays on the telephone training apparatus to identify how the concepts can best be applied in the workplace to improve business results.

benefits

- The Programme is a good investment. Just one idea from the many presented will repay the investment many times over.
- Customer retention will be improved by better relationships between financial staff
- ***improved cash flow*** in your organisation.

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For more details of our courses

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