

Collections Call Negotiations: Skill Certification

A 2 week online certification program designed for collections professionals to help them gain the skills to negotiate effectively and accelerate payments without straining customer relationships.

- Duration: 2 Weeks
- 100% Online
- Certificate and Badge



Master your knowledge on Collections Call Negotiations and earn this exclusive skill badge now!

“

Robert Shultz has had a thirty-year career as a global credit and financial executive and is a Founding Partner of Quote to Cash Solutions (Q2C) LLC.

“

John Zimmer is the director of Training and Development at Credit Today and Receivables Training Associate, LLC.

What to Expect from a Highako Skill Certification

- 100% Online**
Enjoy learning from home without a strict schedule. You get to set your own pace.
- Best-in-Class Instructors**
Learn useful strategies and techniques explained by leading experts in the credit industry.
- Certificate & Badge**
Get an official Certificate and Badge on Successfully Completing this Certification
- Duration: 4-5 Hours**
You can complete this certification in 4-5 hours
- 1 on 1 with Instructor**
Get a chance to have a 1 on 1 doubt clearing session with our instructors
- Actionable Downloads & Templates**
Get access to downloadable assets like calculators and templates



What's included:

After taking this skill-certification course, you will get access to:

- What you will get:
- 4 Modules
 - 10+ Checklists
 - Expert Industry Insights
 - Ready-to-use Templates
 - 4 Quizzes
 - 5 Hours' of Content
 - Official Certification & Badge

Here's a list of the entire Course Curriculum:

- 1. Introduction to Collection Call Negotiations [20 mins]**
 - 1.1. Introduction to Collection Call Preparation Techniques (2:00)
 - 1.2. Collection Call Ground Rules: Professional Demeanor and Communication (6:00)
 - 1.3. How to Engage Effectively With The Customer (4:00)
 - 1.4. Using Probing Questions to Understand the "Real Problem" (4:00)
 - 1.5. How to Set the Stage for a Negotiation & The 4C's of Negotiations (3:00)
- 2. Beginner's Guide to Collection Call Negotiations [25 mins]**
 - 2.1 A Detailed Overview of Collections Call Negotiation (6:00)
 - 2.2. Successful Negotiation Techniques in Collections Call (7:00)
 - 2.3. Understanding Other Side's Situation in Collections Negotiation (7:00)
 - 2.4. 8 Important Negotiation Tactics in a Collections Call (3:00)
 - 2.5. 5 Personality Traits of a Good Collections Negotiator (3:00)
- 3. Key Things to Remember While Making a Collection Call [10 mins]**
 - 3.1. Basics of Collections Call Concept (3:00)
 - 3.2. A/R Collectors: Collections Calls Goals and Objectives (3:00)
 - 3.3. Decoding Slow Paying Customers' Behavior in a Collection Call (5:00)
- 4. Collection Calls & the Law [15:00]**
 - 4.1. Understanding FDCPA in Collections (5:00)
 - 4.2. Antitrust Regulations #1: Sherman Act/ Clayton Act in Collections (3:00)
 - 4.3. Antitrust Regulations #2: Robinson-Patman Act in Collections (2:00)
 - 4.4. Different Types of Bankruptcy Filings in Collections (2:00)
 - 4.5 2 Key Things to Remember for Bankruptcy Filing in Collections (1:00)
 - 4.6. Quiz #1
- 5. Collections Negotiation Tactics and Techniques [30 mins]**
 - 5.1. Collection Negotiations: How to Plan Your Approach (7:00)
 - 5.2. Collection Negotiations: Four Approaches to a Negotiation (1:00)
 - 5.3. Collection Negotiations: The Logical Approach (3:00)
 - 5.4. Collection Negotiations: The Assertive Approach (6:00)
 - 5.5. Collection Negotiations: The Empathetic Approach (4:00)
 - 5.6. Collection Negotiations: The Long-Term Relationship Approach (4:00)
 - 5.7. Collection Negotiations: 4 Tips to End an Unsuccessful Negotiation and Walk Away (4:00)
- 6. Negotiation Styles & Collector's Behaviors [45 mins]**
 - 6.1. How to Manage Behavior Strategically During Negotiations (8:00)
 - 6.2. Assertive & Non-Assertive Behavior Styles (10:00)
 - 6.3 The Top 3 Collector Negotiation Styles (7:00)
 - 6.4. Benefits & Examples of Principled Negotiations (9:00)
- 7. Principled Negotiation in B2B Collections: [30 mins]**
 - 7.1. Principled Negotiations: An Introduction (5:00)
 - 7.2. Principled Negotiations: Basic Considerations and Positions (9:00)
 - 7.3 Principled Negotiations: Separate the Person from their Positions (3:00)
 - 7.4 Principled Negotiations: Separate the Relationship and the Person (7:00)
 - 7.5 . Principled Negotiations: Ways to Generate Ideas (12:00)
 - 7.6 Principled Negotiations: Ways to Focus on Interests pt. 1 (7:00)
 - 7.7 Principled Negotiations: Ways to Focus on Interests pt. 2 (5:00)
 - 7.8 Principled Negotiations: Ways to Invent Options (7:00)
 - 7.9 Principled Negotiations: What to Do When Pressured (3:00)
 - 7.10 Quiz #2
- 8. Win-Win Collections Call Negotiation: Strategies & Benefits [20 mins]**
 - 8.1. What is a Win-Win Negotiation and its Characteristics (3:00)
 - 8.2. Characteristics of a Win-Lose Negotiation (3:00)
 - 8.3. Benefits of a Win-Win Negotiation (3:00)
 - 8.4. How to Deal with Customers' Unacceptable Offers (4:00)
 - 8.5. Understanding the Needs of Customers: Part 1 (3:00)
 - 8.6. Understanding the Needs of Customers: Part 2 (3:00)
- 9. Trade-off vs Compromise in Collection Calls [30 mins]**
 - 9.1 What is Compromise and How to Go About It (2:25)
 - 9.2. 6 Tips for an Effective Compromise in Collections Negotiation (2:00)
 - 9.3. Understanding What is Trade-Off in Collections Negotiation (1:00)
 - 9.4. 13 Key Points to Consider in a Negotiation (7:00)
 - 9.5. Effective Negotiation Approach to Compromise of Trade-Off (6:00)
 - 9.6. 3 Important Steps to Consider While Responding Empathetically (8:00)
 - 9.7. Crucial Steps to Handle Customer's Logic and Threat (8:00)
- 10. How Cultural Differences Could Affect Negotiations [30 mins]**
 - 10.1. The Importance of Being Culturally Sensitive In A Negotiation (4:00)
 - 10.2. How Cultural Differences Can Affect Negotiations (6:00)
 - 10.3. 6 Things to Consider to Be A Successful Negotiator In Another Country (6:00)
 - 10.4. Do's And Don'ts of Creating A Practical Negotiation Framework (4:00)
 - 10.5. Experiences of Cross-Border Negotiations (6:00)
- 11. Essential Strategies for an Effective Negotiation [20 mins]**
 - 11.1. How to Deal with the Other Side in Collections Negotiation (2:00)
 - 11.2. Understanding the Customer's Business Trends in Collections Negotiation (5:00)
 - 11.3. Anticipating the Customer's Point of View in Collections Negotiation (2:00)
 - 11.4. Importance of Negotiating with the Right Person in Collections Call (4:00)
 - 11.5. Understanding Your Customer's Needs for a Successful Negotiation (6:00)
 - 11.6. Effective Collections Negotiation Case Studies (3:00)
 - 11.7. Keep Your Powder Dry While Negotiating in Collections (2:00)
 - 11.8. Be Prepared to Trade-Off in a Collections Negotiation (2:00)
- 12. Effective Credit and Collection Strategies During Recession [60 mins]**
 - 12.1. Steps to Deal with Collections in Economic Downturn (1:00)
 - 12.2. What Does the 5 Cs of Collection Mean During Pandemic Part 1 (3:00)
 - 12.3. What Does the 5 Cs of Collection Mean During Pandemic Part 2 (3:00)
 - 12.4. What Does the 5 Cs of Collection Mean During Pandemic Part 3 (5:00)
 - 12.5. How Do Companies Adjust Their Credit Policy in the Economic Downturns (10:00)
 - 12.6. Data Points to Consider for Flagging Customers During the Economic Downturn (10:00)
 - 12.7. Will Credit Scores Still Be As Predictive Post the Pandemic (6:00)
 - 12.8. How Are Credit Bureaus Changing Their Scoring Based on the Pandemic (4:00)
 - 12.9. Do We Need to Conduct More Frequent Reviews During the Pandemic (6:00)
 - 12.10. How to Adjust New Customer Credit Policy to Accommodate the New Normal (5:00)
 - 12.11 Quiz #3
- 13. Final Assessment [45 mins]**
 - 13.1. Final Quiz
 - 13.2. Certificate and Feedback



Here's what our customers have to say about Highako and our skill certifications:

“Highako is a great option for professionals continuing education. I suggest everyone in credit to give it a try to see if it's right for you”

Jan Flora
President of NACM Credit Services

“I have a dynamic team with varying experience levels, but we were all able to receive a from the skill-based programs available through Highako Academy”

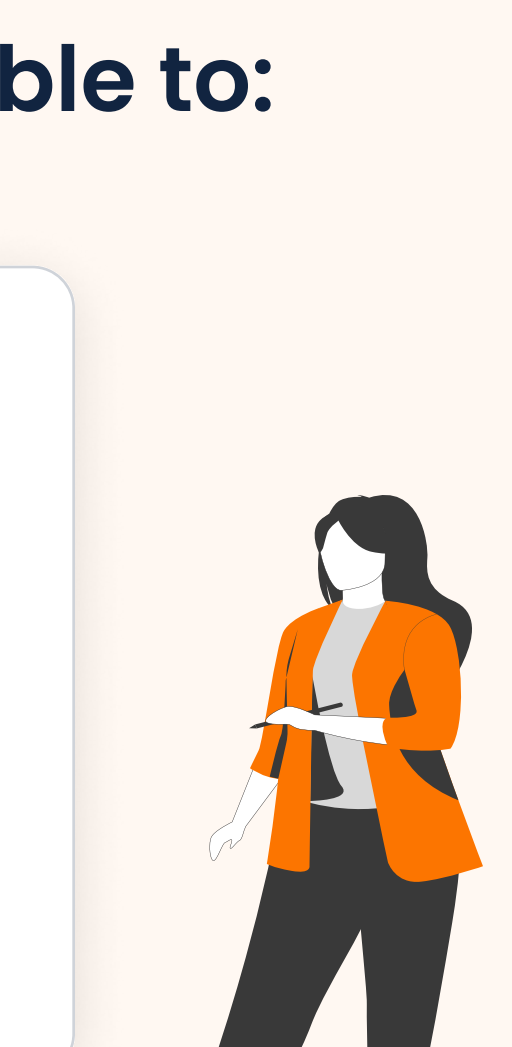
Carrie Brattle
Accounts Receivable & Trade Manager, Dargold

“With Job-specific skills and professional certifications, Highako is a one-stop training platforms for all credit teams”

Joy Krugel
Credit Manager, Johnsonville LLC

After taking this mini-certification course, you will be able to:

- Accelerate recovery without straining your customer relationships.
- How to decide your collection goals, trade-offs, and alternative strategies
- Understand Different Laws related to collection calling
- Ensure maximum ROI from each collection call



Gain an Industry-Recognized Skill Certificate



Highako Certified Skill Badge is a great way to showcase your achievement to peers and potential employers by adding the skill badge to your LinkedIn profile.

Need help to convince your manager to pay for your training?

We've got you covered! [Click here for a pitch](#)

Get Certified for \$79