

Debt Collections Calling: Skill Certification

A 2 week online certification program designed for collections professionals to help them gain the skills to negotiate effectively and accelerate payments from deceptive and aggressive customers.

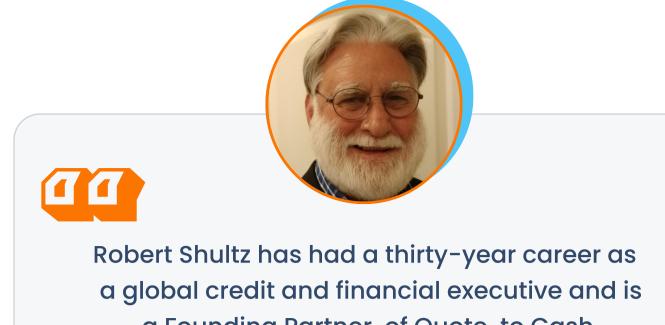
Uuration: 2 Weeks

Certificate and Badge



Master your knowledge on Debt Collection Calling and earn this exclusive skill badge now

Cerificate of Achievement



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.

Certificate & Badge

1 on 1 with Instructor

session with our instructors

Get an official Certificate and Badge on Succesfully Completing this Certification

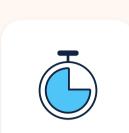
Get a chance to have a 1 on 1 doubt clearing

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



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Duration: 4-5 Hours You can complete this certification in 4-5 hours

Best-in-Class Instructors

industry.

Learn useful strategies and techniques

explained by leading experts in the credit



Actionable Downloads & Templates Get access to downloadable assets like calculators and templates

What you will get:



What's included:

4 Modules
10 Checklists
Role Play Scripts
Ready-to-use Calculator
4 Quizzes
5 Hours' of Content
Official Certification & Badge

Here's a list of the entire Course Curriculum:

1. Effective Collection Calls Listening Best Practices (30 mins) 1.1. Introduction to Listening Skills and Concepts for A/R Collections 1.2. 4 Ways to Leverage Listening Skills for an Efficient Collections Process 1.3. Effective Listening Skills Facts and Fundamentals during a Collections Call 1.4. 10 Tips for Effective Listening in Collections Negotiation 1.5. 8 Effective Listening Tips for Efficient Collections 1.6. 10 Deterrents to Effective Listening in a Collections Call 1.7. Self-Assessment Listening Skills Guide for Better Collections 1.8. Experts' Listening Skills Tips to Enhance Your Collections Process 1.9. Quiz #1 2. Handling Deceptive Customers During Collections Call Negotiation (60 mins) 2.1 How a Win-Lose Collection Negotiation Creates Deception 2.2. Impact of a Win-Win Collections Negotiation 2.3. 5 Major Reasons that Drives Negotiators to Lie 2.4. Collection Escalation: Notice of an Attorney Referral for Overdue Receivables 2.5. 3 Ways How a Negotiator Could Get Away With a Lie 2.6. 3 Red Flags to Look For in Deceptive Customers 2.7. 2 Red Flags to Look For in Deceptive Customers 2.8. Summary - Red Flags to Look for in Deceptive Customers 2.9. 9 Key Ways to Deal With Deceptive Customers in a Collections Call - Part 1

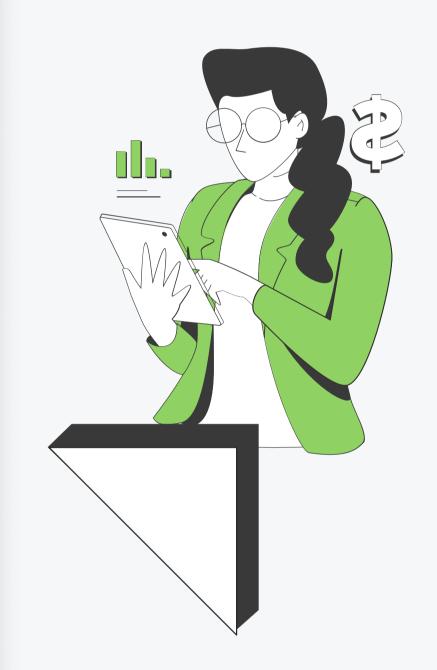
2.10.9 Key Ways to Deal With Deceptive Customers in a Collections Call - Part 22.11.9 Key Ways to Deal With Deceptive Customers in a Collections Call - Part 3

2.12.How to Respond to Insincerity or False Claims in Collections Negotiations

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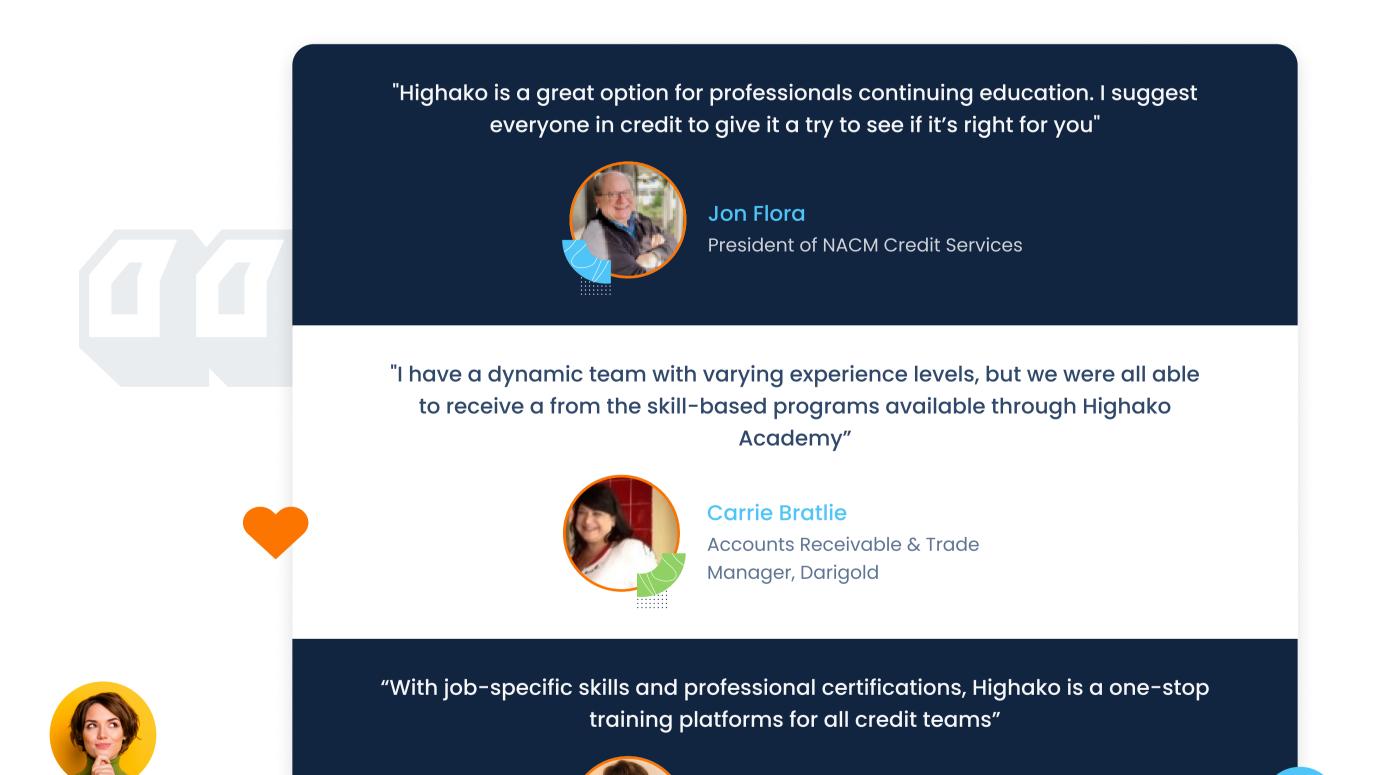
2.13.How to Handle Irate Customers During Collections Negotiation

3. Dealing with Aggressive or Reluctant Customers During Collecti Negotiation (30 mins)



- 3.1. How to Deal with Delaying or Evasive Tactics in Collections Negotiation
- 3.2. 2 Major Tips to Effective Settlement Negotiations
- 3.3. How to Deal with a Reluctant Customer Part 1
- 3.4. How to Deal with a Reluctant Customer Part 2
- 3.5. Template: Demand for Full Payment via Check to Customer's Finance Controller
- 3.6. Dealing With Aggressive Tactics During Collections Negotiation
- 3.7. 2 Stressful Tactics Used by Customers During Collections Negotiation
- 3.8. How to Deal with Unwarranted Threats During Collections Negotiation
- 3.9. How to Respond to Unreasonable Demands During Collections Negotiation
- 3.10 Quiz #2
- 4. Debt Collection Calling & Negotiation Training (15:00)
 - 4.1. How to Understand Collection Objections
 - 4.2 The 4 Basic Types of Objections pt. 1
 - 4.3. The 4 Basic Types of Objections pt. 2
 - 4.4. 6 Steps to Preventing Collection Problems
 - 4.5 10 Tips on Handling Irate Customers
 - 4.6. 4 Danger Signs to Watch Out For In AR Collection Calls
 - 4.7. How to Follow-up On Customer Collection Commitments
 - 4.8. Quiz #3
- 5. Final Assessment [45 mins]
 - 13.1. Final Quiz
 - 13.2. Certificate and Feedback

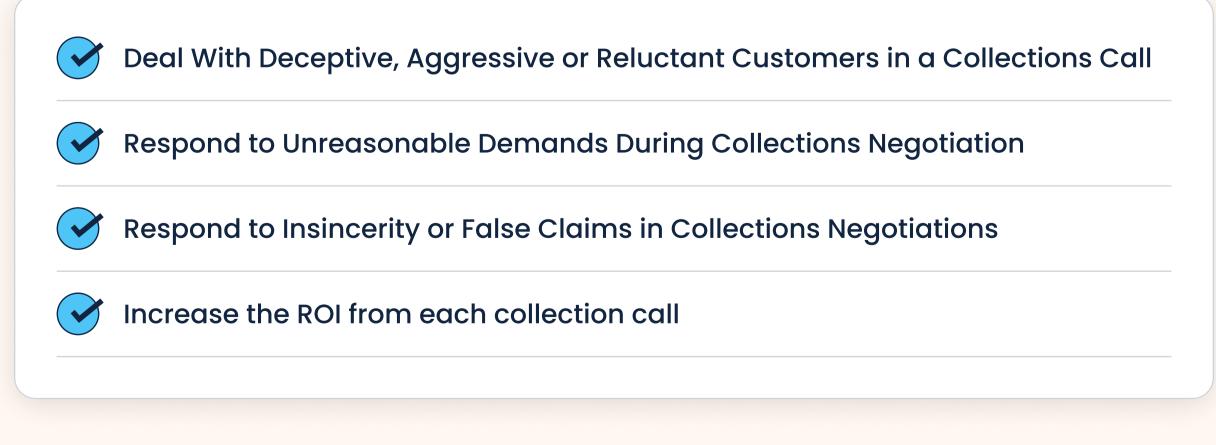
Here's what our customers have to say about Highako and our skill certifications:







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





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?

Get Certified for \$125



We've got you covered! <u>Click here for a pitch</u>