

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.

🕒 Duration: 2 Weeks 📺 100% Online 🏆 Certificate and Badge




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.



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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
 - 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 2
 - 2.11.9 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
 - 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:

"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"

Jon 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 Brattie
Accounts Receivable & Trade Manager, Darigold

"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:

- ✔ Deal With Deceptive, Aggressive or Reluctant Customers in a Collections Call
- ✔ Respond to Unreasonable Demands During Collections Negotiation
- ✔ Respond to Insincerity or False Claims in Collections Negotiations
- ✔ Increase the 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 \$125