



Debt Collection

Course Outline



Your business outcomes are our priority. Proving impact in real time.

Aim

The course outline is designed to assist the learners with the approach and skills necessary to enter debt collection negotiations. It gives the learner a structured approach to the theory of negotiation easily enabling them to recognise the client's approach and assisting them in gaining clarity on their own goals, thereby enabling better outcomes.

A comprehensive approach to debt collection, this workshop can be presented over two days of training.

About this Course...

Debt Collection Training

Who Should Attend this Course?

This course will benefit all debt collection personnel.

Outcome

The learner will be able to identify and apply the necessary skills required for debt collection.

SAQA US ID	NQF LEVEL	CREDITS	US TITLE
242814	3	6	Identify and explain the core and support functions of an organisation

The unit standards above are an indication of the content of the workshop. Our workshop theories are designed to include the outcomes recommended by SAQA US IDs.

Duration: 2-Days

Content

Topic	Details
What is Currency?	• The definition of currency • Money and other currency • Understanding Business – The Core and Support Functions • The job of a collection's agent – what value is added? • What's in it for me? WIIFM
Debt	• The emotional aspect and perceptions • South African Stats and debt culture – not all clients cannot pay, some simply don't want to
The Debt Collector	• Terminology for debt collectors • The tightrope of client care and debt collection • Preparing for and beginning a call • Tone of Voice • Empathy • Understanding positioning (you and me against the problem) • Highlighting the WIIFM for the client • Giving Hope • Thanking the Client
The Approach	• Active and Reflective Listening • Great Questioning • Assertiveness • Overcoming objections • Typical excuses and reasons for non-payment • Solution Finding – overcoming objections • Negotiation Skills – Be the first to Give, Present Well, Do Something, Learn to Learn • Handling Difficult Clients, understanding influence and conflict management modes
Goal Setting	• Using SMART goal setting • Staying Motivated • Dealing with Stress
Summarising Tool (ACED: Alternatives, Constructive, Empathy, Decision)	• A summarising matrix speaking to all of the above in an easily understandable tool

Optional Purchases

When ROI and Implementation Matter

At Staff Training, we understand that each individual and/or organisation has unique needs and goals. We have developed a range of valuable, but optional purchases to maximise your training outcomes:

SETA Accredited Training Options

Most of our workshops are aligned with SETA Accredited unit standards, or you can opt for the fully accredited version of your workshop choice. This includes a certificate of competence when successfully completed. All other certificates are certificates of attendance.

The Afterburner

Afterburners are additions to selected workshops. These continued learning courses include a re-cap of material covered during the workshop and continue to expand on both knowledge and skills development for the workplace.

Skills Check

Skills Checks are extremely useful in the measurement of ROI of soft skills training. This tool is structured to help the learner improve on the implementation of new skills through a goal-driven process of accountability and reflection.

LevelUp Coaching

A 2-hour, one-on-one coaching option for those who would like to address and build on the knowledge they gained during training. Converting theory into practice under the tutelage of an experienced coach.

PowerPath Coaching

A powerful investment into your future leaders. One-on-one leadership coaching with the globally acclaimed Enneagram as the self-mastery tool.

Staff Training is an accredited IEQ9 Provider. Our Enneagram offerings include a SETA Accredited version of a leadership development workshop as well as an emotional intelligence and Enneagram combination. You can also explore our specialist hybrid offerings of workshops and coaching below.

[Enneagram Group Coaching Journey](#)

[Enneagram: Insight to Action](#)