



# Debt Collection Course Brochure

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1 Day Practical Workshop



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# The Right Fit.....For You

## This one day course is designed to address the training needs of learners in the area of Debt Collection.

Our **Debt Collection** course aims to help learners to reduce the number of bad debts and the need to progress to formal legal action.

This intensive one day course shows you how to **deal effectively with the common problem of overdue accounts while maintaining positive customer relations.**

The course focuses on **good communication skills and negotiation skills** to ensure prompt payment. We will show you the best collection techniques and **how to be firm and effective in your approach.**

This Debt Collection course is **very practical and interactive.** During the training session, each learner will work through exercises and practice using the various techniques covered during the course.

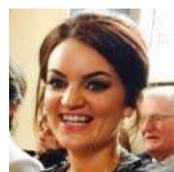
*"Everyone thought Andrew was great and the course really developed their skills as internal trainers."*

**Dearbhla Casey, HR Manager, Irish Country Meats**



*"We are all very happy with the training carried out last week & will definitely be in contact in the future."*

**Aoife O'Rourke, Key Account Manager, Tool & Plastic**



*"Great exercises, very relaxed and great models to explain, learning process and delivery of the information."*

**Jonathan Latimer, Fleet Training Instructor, City Jet**





# Why Choose Our Debt Collection Course

DCM Learning's Debt Collection course aims to help learners to reduce the number of bad debts and the need to progress to formal legal action. This intensive one day course shows you how to deal effectively with the common problem of overdue accounts while maintaining positive customer relations.

## Specific reasons to choose this course:



**Experienced:** We have trained over 217 individuals successfully in Debt Collection skills over the last two years.



**Support:** 15 full-time training consultants plus support staff (21 in total). We are large enough to be well resourced but small enough to care.



**Excellent Trainers:** Our trainers combine professional training know-how with relevant experience in their chosen training field.



**Quality Assured Training:** Make sure you Safeguard Your Training Investment. DCM offer courses accredited by national and international certification bodies, including QQI, PMI, IASSC, and Scrum.org.

## You're in Good Company

We have delivered our Debt Collection programme to the biggest brands in Ireland including Google, Intel, Central Bank of Ireland, ESB, Football Association of Ireland and Abbott so you can have confidence in our ability to deliver the results you want to achieve.





# Debt Collection Course Outline

## COURSE OVERVIEW

DCM Learning's one day course is designed to address learners Debt Collection training needs. The aim of the course is to help them to reduce the number of bad debts and the need to progress to formal legal action.

This intensive one day course shows you how to deal effectively with the common problem of overdue accounts while maintaining positive customer relations.

The course focuses on good communication skills and negotiation skills to ensure prompt payment. We will show you the best collection techniques and how to be firm and effective in your approach.

## LEARNING OUTCOMES

By the end of the course each learner will be able to:

- Understand the importance of Debt Collection and Management
- Understand the importance of customer service throughout the collection process
- Have the necessary skills and confidence to make meaningful phone calls to debtors
- Handle objections and difficult customers more effectively
- Be more effective in using a combination of calls to reach their debtors
- Better assess each debtors' ability to pay and negotiate realistic repayment schedules
- Follow a step by step approach to handling tough debts as they age

Below you will find a proposed course outline detailing all the topics covered on the training programme.



# Course Content

## TOPIC 1: BALANCING GOOD CREDIT CONTROL WITH GOOD CUSTOMER SERVICE

- Understanding the need for credit
- Reducing the risk of bad debts
- Psychology of Cash Collection

## TOPIC 2: TELEPHONE TECHNIQUES

- Face-to-face versus Telephone communication - the points of difference
- Pre-Call Planning
- How to control a call
- Making the transition to the payment arrangement
- Closing the Call
- Follow up - emails/letters/keeping records/evaluating call

## TOPIC 3: COLLECTING TOUGH DEBTS

- Determining "Can't Pay" versus "Won't Pay"
- Types of customers - Willing and Able/Unwilling but Able etc.
- Problem Solving - working towards resolving the debt, creating urgency, getting commitment
- Negotiation and mediation techniques

## TOPIC 4: HANDLING DIFFICULT CUSTOMERS CONFIDENTLY

- Understand why people behave the way they do
- Emotional impact of behaviours - yours and theirs
- Dealing with conflict and diffusing difficult situations



## James O'Connor

### Training Associate

James has over 25 years experience designing and providing training both in Ireland and internationally. He has worked with various multinationals and higher education institutions of all sizes and sectors, including Caledonian Life, Eircom and Merck Ltd., and has helped them to achieve their goals

James is an accomplished lecturer with a thoughtful and thought-provoking approach, yet he is entertaining and engaging. Having spent five years in China lecturing in various business modules for the Queen Mary College, University of London, James is now undertaking his PhD with Dublin City university.

James' areas of expertise are varied and include Negotiation Techniques, Business Process Re-Engineering (B.P.R.), Finance for Non-Finance Management and Performance Management.

Some of James' qualifications and affiliations include:

- Post-Graduate Diploma in Training and Education – HETAC, Level 9
- M.B.A. (Masters of Business Administration) in Dublin City University (Hons.)
- B.B.S. – Institute of Technology, Tallaght (Hons.)
- Diploma in Purchasing and Materials Management - Dublin Institute of Technology



# Inhouse Training, One Size Doesn't Fit All.

**Does your team need Debt Collection training? DCM Learning has a full range of training courses and qualifications available for your team and company, in-house or off-site.**

Based on your requirements, we will develop a custom-made training programme and deliver it specifically for your employees in a chosen location - giving them the exact skills and knowledge they need whilst saving on venue hire, travel, time and associated expenses.

Each daily session will be delivered onsite at a location of your choosing over a 7-hour period. We are flexible on group size, but for group sessions we would recommend a maximum of 15 people to allow for the more interactive elements of the course.

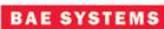
Below is an overview of our Inhouse Training Delivery and Costs:

Details	1 Day Training	2 to 5 Days Training	6+ Days Training
<b>Cost</b>	€1,095 per day	€995 per day	€895 per day
<b>Materials</b>	Included	Included	Included
<b>Travel Expenses</b>	Included	Included	Included
<b>Areas Covered</b>	All Counties	All Counties	All Counties
<b>Customisation</b>	Course Customised	Course Customised	Course Customised
<b>Survey</b>	Pre & Post Course Survey	Pre & Post Course Survey	Pre & Post Course Survey
<b>Account Management</b>		Dedicated Account Manager	Dedicated Account Manager
<b>Free Public Course</b>		1 Free Place	3 Free Places
<b>Public Course Discount</b>		15%	25%



## Who We Work With

We train organisations of all shapes and sizes, from small businesses up to global enterprises. But we never forget that every individual matters, and we make sure that every learner gets what they need to reach their potential.





**Set your career on the  
right course**

### **DUBLIN**

-  01 5241338
-  [dublin@dcmlearning.ie](mailto:dublin@dcmlearning.ie)
-  Guinness Enterprise  
Centre

### **CORK**

-  021 2429691
-  [cork@dcmlearning.ie](mailto:cork@dcmlearning.ie)
-  Atrium Business Centre  
Blackpool Business Park

### **DROGHEDA**

-  041 9865679
-  [drogheda@dcmlearning.ie](mailto:drogheda@dcmlearning.ie)
-  24 Laurence Street  
Co. Louth