

Resolving Debtor Conflict

Recover debt without alienating your customers.

Resolving debtor conflict training assists participants in developing fundamental skills needed for the constructive resolution of conflicts involving the collection of business debts.

About the Presenter

Your presenter will be Horst Guelzow, Manager of Collect it Now Pty Ltd and Access Credit Management. He conducts training around Australia for many organisations and employer groups as well as credit consulting to major national retail outlets, Government Departments and private businesses and companies. He has over 25 years of debt collection and credit management experience and a background in the Finance and Insurance industries. He was a Counsellor on SA State Council and Education Committee for the Australian Institute of Credit Management and holds a Certificate IV in Workplace Assessment and Training.

Who Should Attend?

All credit persons, accounts receivable, call centre staff, debt collectors, counter/reception staff, sales staff, front-line staff who receive aggressive/abusive customer interaction.

Topics Include:

- Defining debtor conflict
- Understanding why we have conflict
- Questioning techniques
- Negotiation techniques
- Listening skills
- Communicating effectively with debtors/customers
- Gaining reliable information from which to make informed unemotional decisions
- Taking the emotions out of the perceived conflict
- If your negotiations fail – where to from here
- Participants will understand that effective communication is important to preventing escalation of conflict and critical for arriving at resolution.
- Participants will develop skills to negotiate mutually agreeable solutions in resolving a conflict.
- Participants will practice the entire process in role plays of 'their' real situations.
- Participants will learn tactics to use in different situations and/or with difficult people to ensure they obtain payments due and maintain customers.

Learning Outcomes:

- Participants will understand the structure of the conflict resolution process and the use of the conflict management process in managing disputes.

Contact Information

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