

CCDT CURRICULUM

COLLECTION ACCOUNT AND CREDIT MANAGEMENT

This course is designed in a way that upon successful completion, the client will be able to enter the account receivables industry chock full of knowledge. It examines the best way to analyze the customer in order to build rapport and successfully collect revenue. It also covers FDCPA and other regulations to ensure compliance.

Module 1: SETTING EXPECTATIONS AND PLANNING

Setting Expectations

The Initial Call

Getting Your Customer "Open"

Getting the Agreement

Module 2: ACTIVE LISTENING

Active Listening Defined

Acknowledging the Past

Asking the Right Questions

Trigger Points

Active Listening: Applied Learning

Module 3: ANALYZING THE CUSTOMER

Play Back

Becoming the Solution

Inserting a Personal Touch

Acknowledgements

Analyzing the Customer: Applied Learning



CCDT
CURRICULUM CONTINUED
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AND CREDIT MANAGEMENT

Module 4: INSTILLING URGENCY

It's Not What You Say...

The Importance of Urgency

Not Crossing the Line

On Your Side Selling

Instilling Urgency: Applied Learning

Module 5: CLOSING THE DEAL

Playback

Good Faith Payments

As Close to NOW as Possible

Getting Specifics

Setting Contact Expectations

Setting Goals for Your Customers

Locking Down Future Payments

Closing the Deal: Applied Learning

Module 6: HANDLING OBJECTIONS

Play Back

Let's Talk Credit and Reputation

Make It Convenient

Handling Objections: Applied Learning

Module 7: COMPLIANCE, LAWS, AND REGULATIONS

FDCAP REGULATIONS

The Big Bad Threat

Call Times

