

Debt Recovery

Collections, Rehabilitation & Relationship Building

What are your clerks doing to recover debt & maintain relationships?

By placing the debtors clerks into the shoes of the client, we enable them to understand which approach will work for which client.

Our purpose is to create a department of debtors clerks who add value to your business through relationship building at the most crucial turning point in the relationship, while still getting results.

Module 1

Understanding Debt

Understanding the psychology of debt

Looking at normal reactions to being in debt.

Viewing debt from the client's point of view

How debt is related to trauma, stress and emotional intelligence.

Module 2

Understanding the client

Understanding delinquency

Improving your process

Setting targets and priorities

Module 3

Collection Calls

Non-verbal communication that works

Using influencing language

Motivation and enthusiasm

Approaches you can take

Handling the pressure call and objections

Listening and closing the 'deal'

Being an ambassador

Your facilitator

Dr Derryth Royffe has a BSc and a PhD in Traumatology and natural health medicine. Her expertise lie in human behaviour and empowering personal management. Her experience in debt collections, corporate management, coaching, mentoring, stress and change management and more makes her the perfect fit for facilitating learners wanting to be superior performers. A member of the International Institute of Traumatology and Crisis Intervention (IITCI), a professional trauma counsellor, consultant to CTD and guest speaker on 702, makes Dr Royffe a sort after facilitator.

Learner Comments:

"Very insightful, I learnt a lot of new things."

"I learnt a lot about different techniques and approaches."

"The facilitator laid out the whole course on a level that everyone understood. It dealt with the root source of our day to day issues. Great!"

"It was very informative, I will be able to look at things in a different way."

CTD's premise for business is to provide you with an outstanding programme that empowers you and your team to a renewed level of effectiveness. We endeavour to give you the shortest intervention possible with the maximum amount of impact.