

**Outstanding range of choices**

**Comfori provides Malaysia's widest range of authorized training with over 500 courses**



**CONTACT US**

info@comfori.com  
03- 5621 3630



*Connecting Business with Intelligence*



# Techniques on Collecting Hard Core Debts

## COURSE OBJECTIVES

- At the end of the programme, participants will be able to:
- Understand why debts occur and be able to evaluate your debtors for collectability
- Employ simple strategies to collect outstanding debts while avoiding common collection mistakes that cost you your company's business
- Convert a debtor customer into a faithful, profitable customer
- Improve your income and protect your business from failure
- Reduce your stress and enjoy a fuller, more productive life
- Understand the definition and differentiation in between debt and hard core debt
- Master in collecting hard core debts

## COURSE OUTLINE

- Module 1: Your Telephone Voice
- Module 2: Listening Skill
- Module 3: Communication Gaffes
- Module 4: The Emotional Side
- Module 5: Pre-Call Planning and the Opening Statement
- Module 6: Asking Questions with Precision and Transition to Payment Arrangement
- Module 7: Handling Objections and Closing the Call
- Module 8: Introducing TPS Technique – Third Part Searching

## AUDIENCE

- Collection Executives, Banking and Financial Executives, Collection Managers and those who are progression into a collection management role or who have limited experience in debt collection activity.

If you have any enquiries, please contact  
+60 (3) 56213630 or  
email: [info@comfori.com](mailto:info@comfori.com)