

Effective Debt Collection Strategies

Negotiating with debtors and collecting on outstanding debt can be a time-consuming task, especially when working with debtors that are unable or unwilling to repay their debt.

The key is to properly prepare oneself beforehand with effective collection strategies in order to successfully negotiate a promise to pay.

You will learn to manage the entire collections' process from making contact with the debtor, negotiating payment and preparing correspondence, to understand the strategies that lead to a successful negotiation.

Outcomes:

Upon completion of this programme, the learner will be able to:

1. Communicate orally with debtors in the recovery of debt
2. Negotiate an arrangement with a debtor in the recovery of debt
3. Compile debtor correspondence in accordance with legislation and standard procedures

Course Content:

- Section 1: Fundamentals of Debt Collection
- Section 2: Engaging with Debtors
- Section 3: Negotiating Payment
- Section 4: Handling Debtor Queries and Objections

Course Structure:

- Lectures, Role-Plays, Structured
- Classroom Discussions / Debates and
- Practical Assignments.

Assessment:

Formative assessment is done through practical exercises and discussions; and summative assessment is done through submission of a PoE making use of practical workplace activities.

Accreditation:

This programme is in process of being registered as a learning programme on the BNVQF (Botswana National Vocational Qualifications Framework).



Entry Requirements:

It is assumed that learners are working in a debt recovery / collections environment or will work in a debt recovery / collections function. Learners further needed to successfully complete a Credit Assessment or related course.



Duration:

Two Days



Certification:

Certification of learning achievement will be issued upon successful completion of the summative assessment and the learner being deemed competent.

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