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COMMUNICATION AND WRITING SKILLS | CWS-008

Professional Collection Specialist Designation (PCSD)

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Course content

Why Attend

Why Attend Collection specialists play a vital role in protecting organizational cash flow while maintaining positive customer relationships and complying with regulatory requirements. This course equips participants with the practical skills needed to manage collection activities professionally, negotiate effectively, improve recovery rates, handle difficult situations, and ensure compliance with industry standards and best practices.

Course Methodology The course combines interactive presentations, practical exercises, role plays, case studies, collection simulations, negotiation workshops, communication activities, and real-world collection scenarios to ensure practical application and skill development.

Course Objectives By the end of this course, participants will be able to:

- Understand the principles and processes of professional collections management
- Improve communication and negotiation skills with customers and debtors
- Apply effective collection strategies and recovery techniques
- Manage difficult collection situations professionally
- Ensure compliance with legal and regulatory requirements
- Analyze collection performance and improve recovery outcomes
- Strengthen customer relationships while achieving collection objectives

Target Audience

- Collection officers and specialists
- Accounts receivable professionals
- Credit controllers
- Debt recovery personnel
- Customer account representatives
- Finance and credit professionals

Course content

Target Audience

• Employees responsible for collection activities

Target Competencies

• Collection techniques

• Negotiation skills

• Customer communication

• Debt recovery management

• Compliance awareness

• Conflict resolution

• Problem-solving

• Performance improvement

Course outline

Day 1: Foundations of Professional Collections

• Understanding the role and responsibilities of collection specialists

• Reviewing the collection cycle and accounts receivable management processes

• Understanding customer credit risk and payment behavior patterns

• Exploring collection terminology, policies, and procedures

• Understanding ethical and professional standards in collections

• Developing a customer-focused approach to collection activities

Day 2: Communication and Negotiation Skills for Collections

• Building effective communication skills for collection professionals

• Applying active listening techniques during collection conversations

Course content

Course outline

• Developing persuasive negotiation strategies for payment recovery

• Managing objections and difficult conversations professionally

• Understanding behavioral styles and adapting communication approaches

• Conducting successful payment arrangement discussions

Day 3: Collection Strategies and Recovery Techniques

• Understanding collection prioritization and account segmentation methods

• Applying collection strategies across different stages of delinquency

• Managing early-stage and late-stage collection activities

• Developing payment plans and settlement options effectively

• Using collection tools, technology, and customer information systems

• Improving recovery outcomes through structured collection approaches

Day 4: Compliance, Ethics, and Customer Relationship Management

• Understanding legal and regulatory considerations in collection activities

• Applying ethical collection practices and professional standards

• Managing customer complaints and dispute resolution processes

• Balancing collection objectives with customer relationship management

• Understanding documentation requirements and record-keeping practices

• Reducing compliance risks within collection operations

Day 5: Collection Performance and Professional Excellence

• Measuring collection effectiveness through key performance indicators

• Analyzing collection reports and operational performance metrics

• Identifying opportunities for process improvement and productivity enhancement

Course content

Course outline

- Managing challenging collection scenarios and high-risk accounts
- Developing personal effectiveness and professional growth strategies
- Final workshop: Practical collection simulations and action planning

Seminar dates

Available seminar dates

Live dates and pricing for Professional Collection Specialist Designation (PCSD) generated from the course details page.

Date	Location	Format	Fee
Dates on request	Venue on request	Classroom	**Contact us**

Live online option	Online delivery is available at €1,850.-.