

Client Oriented and Collaborative Debt Collection Skills Training

About the Quality

“Applying new communication techniques helped Collection Officers to better connect with the overdue clients. Engaged Clients started closing their debts, most of those debts were considered hopeless to be repaid. The Overdue Clients used to not respect us due to our frequent visits and phone calls. After application of collaborative negotiation, the client’s attitude changed to a good will and even after closing their debt they sent the letters of thanks to the senior management. “

Farkhod Akilov, The Head of Collection Department IMON International

“Nazim Aliyev’s collections training modules – Collaborative Debt Collection Training – was delivered to my team and very well-received. The insights and techniques presented were practical and helpful to our field and call center collectors. The training has helped us continue to improve collections results. I fully recommend this training as an important tool to drive more performance out of collections functions. “

Tim Tarrant, Chief Executive Officer, FINCA Azerbaijan

More Client Feedback can be provided up on request



Learning Format	Content	Substance
Work Aids and Resources	Handbooks, 20 minutes Video Presentations and Process Visuals	Provides easy access to the knowledge about the collection process, phone scripts, techniques explanations, active listening and active questioning guides, other essential knowledge.
Class Room Training	Short and interactive introduction of Advanced Negotiation Tools, Short 3-5 minutes video presentations of the tools, Application of Tools on Actual Problems, Simulation of Negotiation Tools to the Case Study.	Advanced Negotiation Tools including Overcoming Difficult Conversation, Types of Overdue Customers, Assertive but Collaborative Negotiation skills, Innovative Problem Solving and other practical tools are taught. Each introduced tool learned through exercises. 7 tools and 7 exercises in addition, the participants apply the tools in a real debt collection simulation created by special Case Scenarios. Trainer will also participate in real simulation of Collection Officer role in Case Study to demonstrate the application.
Post Training Follow Up	Webex or Skype calls with participants for follow up and coaching.	Remote follow up meetings with the participants every two weeks during the 8 weeks after the training.

Please contact Nazim Aliyev at nazimaliyev@hotmail.com for more content information and for customer references.