

Collecting debt by telephone

A free tip from www.dashgroup.co.uk

Preparation is vital - the following points, if adopted, will lead to a higher productivity and quality of communication.

DASH
group

- ◆ Operate from a quiet and comfortable area.
- ◆ Ensure the telephone works and that you know how to use it.
- ◆ Consider using a headset. An obvious advantage is that it leaves both hands free for writing or typing. Research shows that the use of a headset reduces muscle tension and increases productivity.
- ◆ Protect yourself from inbound calls and other interruptions.
- ◆ Ensure you have all the tools you need. Diary, pens, pencils, highlighters, lists, names, telephone numbers e.g. everything you need for the day.
- ◆ Have tea/coffee at fixed times or as a reward for reaching a goal. E.g. number of calls, cash promised.
- ◆ Build and develop a bullet point structure with optimum words that work for YOU. This will develop your confidence, as you become accustomed to handling repeated client responses.

Remember your voice becomes your personality and the picture people have of you and your Company.

Remember the three "P's"

PLEASANT PROFESSIONAL POLITE

Remember the three "C's"

COURTEOUS CONTROL CONFIDENCE

Slowing down the speed of delivery and lowering your pitch on the telephone gives your voice authority.

That is the reason the most successful Credit Managers adopt this methodology – it 's easy to achieve your own style with a little practice.

USEFUL PHRASES

OCCASIONALLY

use 'Mr Jones, good morning'

instead of 'good morning Mr Jones'.

AVOID

' I '

my name is'

USE

us/we/company name

this is or it's

What do you want to achieve today?

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