



*Training Course:  
Negotiation Skills for Customer Debt Resolution*

*2 - 6 December 2024  
Kuala Lumpur (Malaysia)  
Royale Chulan Kuala Lumpur*

## Training Course: Negotiation Skills for Customer Debt Resolution

Training Course code: FI235645 From: 2 - 6 December 2024 Venue: Kuala Lumpur (Malaysia) - Royale Chulan Kuala Lumpur Training Course Fees: 5250 € Euro

### Introduction

The Negotiation Skills for Customer Debt Resolution program is designed to empower professionals with the tools and techniques needed to manage debt negotiations effectively. This training provides strategies to build rapport, maintain customer trust, and achieve optimal resolutions that benefit both the organization and the customer. Participants will learn to handle various negotiation scenarios, adapt to customer needs, and make informed decisions to improve debt recovery rates while enhancing customer satisfaction.

### Target Audience

- Customer service representatives
- Debt collection agents
- Financial advisors
- Accounts receivable professionals
- Any professionals involved in debt resolution and collections

### Objectives

- Develop an understanding of effective negotiation techniques for customer debt resolution
- Learn to maintain professional communication that fosters positive customer relationships
- Understand the legal and ethical considerations in debt negotiations
- Master techniques to handle challenging situations and customer objections
- Improve success rates in debt collection through structured negotiation strategies

Training Program Outline

### Day 1: Introduction to Negotiation in Debt Resolution

- Session 1: Overview of Debt Resolution and Customer Negotiation
  - Importance of negotiation skills in debt resolution
  - Psychological aspects of debt negotiation and customer behavior
  - Building trust and rapport with customers in sensitive situations
- Session 2: Types of Negotiation Styles and Tactics
  - Collaborative vs. competitive negotiation
  - Identifying and adapting negotiation styles
  - Practical exercises on choosing appropriate styles for various debt scenarios

### Day 2: Communication Skills for Effective Negotiation

- Session 1: Active Listening and Building Empathy
  - Techniques for active listening in negotiations
  - Empathy as a tool for customer engagement
  - Practice exercises: Role-playing to build empathetic listening
- Session 2: Verbal and Non-Verbal Communication Skills
  - Developing clear and persuasive language
  - Body language cues and tone modulation
  - Handling high-stress communication professionally

### Day 3: Understanding Legal and Ethical Boundaries

- Session 1: Legal Framework in Debt Negotiations
  - Overview of debt collection regulations and compliance
  - Common legal pitfalls and how to avoid them
  - Case studies on legal considerations in debt negotiation

- Session 2: Ethical Principles and Customer Rights
  - Ethical guidelines for debt collection
  - Respecting customer rights and maintaining professionalism
  - Exercises on ethical decision-making in complex negotiation scenarios

#### Day 4: Negotiation Techniques for Customer Debt Resolution

- Session 1: Preparing for a Successful Negotiation
  - Goal setting and pre-negotiation planning
  - Gathering information to support negotiation positions
  - Structuring offers and counteroffers effectively
- Session 2: Handling Objections and Challenging Situations
  - Techniques for managing common objections and refusals
  - Strategies for defusing tension and overcoming resistance
  - Practice sessions: Role-playing difficult negotiation scenarios

#### Day 5: Advanced Strategies and Practice

- Session 1: Closing Techniques and Reaching Mutually Beneficial Agreements
  - Approaches to closing debt resolution negotiations positively
  - Ensuring terms are clear, agreeable, and realistic for both parties
  - Managing post-negotiation follow-up and customer relations
- Session 2: Real-World Application and Assessment
  - Group exercises: Simulating real-world debt negotiation cases
  - Feedback and discussion on negotiation techniques used
  - Final assessment and development of personal improvement plans

## Registration form on the Training Course: Negotiation Skills for Customer Debt Resolution

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Complete & Mail or fax to Global Horizon Training Center (GHTC) at the address given below

### Delegate Information

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Company Information

Company Name: .....  
 Address: .....  
 City / Country: .....

### Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng): .....  
 Position: .....  
 Telephone / Mobile: .....  
 Personal E-Mail: .....  
 Official E-Mail: .....

### Payment Method

- Please find enclosed a cheque made payable to Global Horizon
- Please invoice me
- Please invoice my company

### Easy Ways To Register

Telephone:  
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info@gh4t.com  
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