



Debt Collection Agent (Profiling & Negotiation)

INTRODUCTION

“Persuading is Selling, Persuading is Sharing, Persuading is Studying, Persuading is Shaping”

Which do you believe in when it comes to persuading others? This training aims to better equip the participants with essential negotiating skills, and the attitude of a customer-centric provider to effectively interact with their customers and creating strong selling bridges by building sales strategies and client relations. The session will include a profiling exercise to meet the Customer Relations Department's standard as a Debt Collection Agent. Included in The session will include a profiling exercise to meet the Customer Relations Department's standard as a Debt Collection Agent. Included in the session will be a live walk-through session at a sewerage treatment plant, billing exercises and explaining sewerage services like an expert collector.

TRAINING STRATEGY

Upon completing the course, participants will learn to:

- identify customer's need and expectations through probing and spotting patterns
- deal sensitively with diverse multicultural customers in billing enquiries
- establish and maintain continuous rapport with customers through effective communication sharing product knowledge
- enhance sales opportunities to meet business deadlines by solving problems effectively

SCHEDULE

7.45 a.m. Registration followed by Meet and Greet introduction

Part 1 INTRODUCTION TO PERSUADING (Chris Voss)

- Introduction into the B.E.A.R Principles™ (Psychometric assessment)
- Understanding the science of persuading
- Putting a Price on Customer Loyalty (Marco Bertini)
- Spotting patterns

10.30a.m. Coffee Break

Part 2 DEALING SENSITIVELY WITH DIVERSE CUSTOMERS

- Reorganize for Resilience (Ranjay Gulati)
- How to deliver what customers really wants
- Framing powerful questions

Part 3 OPENING, LEADING, PROBING AND CLOSING

- Aligning Strategy and Sales (Frank Cespedes)
- Overcoming customer's challenges with support and service
- Highlighting and validating customer's decisions

Part 4 PERSUADE NOT DICTATE

- Negotiations (Tiziana Dearing)
- Measuring cost, time, quality and quantity
- Billing Service

12.00 p.m. One hour lunch break

Part 5 PRESENTATION ON SEWERAGE TREATMENT PLANT VISIT

- Internal Customer Service Formats
- A tour and briefing on Indah Water Services
- Customer Service Department and Indah Water Training Centre facilitating with Operations and Maintenance Department support

4.30a.m. Coffee Break and programme ends



ASSESSMENT

B.E.A.R Principles™ Assessments and Action Plans

Certificates & DCA Card in a Lanyard will only be given upon successful completion of the programme

Any non-compliance will be enforced for example a missing card needs to be reported and a replacement service is charged at RM50

ACTIVITIES

Videos: Harvard Business Review

Activities: Draw a Bear

Games: Money Game

Case studies: Worst DCA experience

Brainstorming: Solutions to DCA experience

Role plays: 2 Presentations

TARGET AUDIENCE

Leaders, Heads, Managers, Supervisors, Senior Executives, Executives and anyone wishing to gain insights on how to strategize debt recovery or selling plans to meet all targets. Indah Water Training Centre is the appointed assessment centre to conduct training and coordinating certification