



DEALING WITH IRATE CREDITORS

"Creditors have better memories than debtors." - Benjamin Franklin

This course will help you understand and manage angry creditors. You'll learn how to assess the state of each creditor, recognize patterns in their behavior, and develop effective strategies for dealing with them. We'll cover topics including: creating a positive dialogue; identifying areas of potential compromise; managing difficult conversations, and using appropriate resources to ensure compliance with relevant regulations. You'll also learn best practices for negotiating payment plans and leveraging available resources, such as debt consolidation. By the end of this course, you'll have the knowledge and skill set to successfully handle any creditor situation.

Key Course Content:

- Build rapport to generate eroding relationships
- Use reflective listening to gain an understanding of your creditors needs
- Develop self awareness and the willingness to change your behavioural style
- Plan your communication style and profile their personality style to reduce anxiety and stress levels
- Understand what motivates each creditor
- Help your creditors look for win/win outcomes in these uncertain times
- Avoid/substitute vocabulary that can add fuel to the fire
- Understand that people have different values and therefore different behaviours
- Broaden your scope of what represents value
- Understand the importance of setting tactical wins for creditors



Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



Duration:

This course is available as a 1-day course or a truncated half-day course.



Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



Group Size:

We recommend a group size of 4-10 people.