



# DEBT NEGOTIATION COURSE: HOW TO GET PAID QUICKER

"The art of negotiation is the art of making friends." - Anonymous

This course will provide you with the necessary skills to confidently and effectively negotiate with clients in debt. You'll learn tips and strategies for conflict resolution, as well as communication techniques focused on developing positive relationships. You'll also examine the legal and ethical implications of debt negotiations, as well as ways to keep them equitable and fair. Through interactive exercises and case studies, you'll gain a deeper understanding of the process necessary to successfully resolve financial disputes. At the end of this course, you'll be equipped with the knowledge and confidence to handle challenging debt negotiation conversations.

## Key Course Content:

- Understand the importance of negotiation to gain better outcomes for the organisation and identify how to better prepare and plan before each and every negotiation.
- Determine which negotiating style is most appropriate for each situation.
- Gain control in every negotiation (without coming across as contentious).
- Use effective listening, questioning and probing skills to improve the chances of gaining a better result for the organisation, while allowing the other parties to feel that they have received a good outcome from the negotiation too.
- Use motivation rather than coercion as a persuasion method.
- Project a positive, professional but appropriately determined attitude when dealing with difficult situations or customers.
- Collect the payments and maintain a profitable relationship with the client.



## 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.