MERCURY

Debt Collector Training Course

8 – 12 March 2027
Lisbon (Portugal)



Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

MERCURY

Debt Collector Training Course

Ref: 15726_1081369 **Date:** 8 – 12 March 2027 **Location:** Lisbon (Portugal) **Fees:** 5600 Euro

Introduction:

Debt collection is a critical operational aspect that ensures businesses' financial stability by securing the payment of overdue balances. The Debt Collector training course is designed to equip participants to impart vital skills, proven strategies, and legal expertise to manage debt collection protocols effectively.

Participants in this Debt Collector course will gain extensive insight into communication approaches, negotiation techniques, and regulatory adherence, all of which aim to equip collectors with the prowess to navigate complex scenarios while upholding the integrity and reputation of their respective organizations.

Debt collectors' duties encompass tasks aimed at recovering funds owed by debtors. This Debt Collector training explores the definition of a debt collector, the expectations from the role, and the importance of aligning with debt collector responsibilities to ensure successful recoveries while maintaining ethical standards.

Targeted Groups:

- Debt Collection Agents.
- Accounts Receivable Specialists.
- Credit Control Officers.
- Financial Advisors.
- Customer Service Representatives.
- Legal Assistants in Debt Recovery.
- Business Owners and Managers.
- Financial Institution Employees.
- Credit Risk Analysts.
- Collection Agency Staff.

Course Objectives

At the end of this Debt Collector course, participants will:

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

- Grasp the foundational elements of the debt collection process.
- Cultivate advanced communication and negotiation skills.
- Comprehend the legal and regulatory requirements in debt recovery.
- Practice ethical decision-making in debt collection efforts.
- Enhance capabilities in handling challenging customers and conflict scenarios.
- Boost efficiency in time management and organization for collection activities.
- Use emotional intelligence to preserve professionalism.
- Increase their understanding of customer relationship management.
- Detect and attenuate risks within the debt collection framework.
- Achieve superior success rates in debt recovery activities.

Targeted Competencies:

By the end of this Debt Collector training, participants competencies will:

- Skilled Negotiation.
- Effective Communication and Interpersonal Relations.
- Conflict Resolution Maneuvers.
- Legal Insights into Debt Collection.
- Emotional Intelligence within the Sphere of Debt Recovery.
- Time Management and Task Prioritization.
- Acute Understanding of Debt Collection Regulations.
- Customer Relationship Optimization.
- Ethical Practices in Debt Collection.
- Problem-Solving Capabilities.

Course Content:

Unit 1: Introduction to Debt Collection:

- An in-depth review of debt collection processes and their significance in business finance.
- Essential terminologies and definitions of a debt collector.
- Exploring the integral role played by debt collectors in managing financial operations.
- Analysis of varied debt types and debt collection strategies.
- Realizing the impact of unpaid debts on enterprise sustainability.

Dubai - UAE: +971 4 450 5697
Istanbul - Türkiye: +90 539 599 1206
Amman - Jordan: +962 79 712 3347

Unit 2: Communication and Negotiation Skills:

- Adopting effective communication methods when interacting with debtors.
- Establishing trust and positive discourse in negotiation scenarios.
- The role of active listening and empathy in debtor engagement.
- Techniques of persuasion to ensure debt repayments.
- Tackling challenges with resistant or non-cooperative debtors.
- Utilizing de-escalation tactics for heated exchanges.

Unit 3: Legal and Regulatory Framework:

- An exploration into relevant debt collection laws and regulations.
- Recognizing the rights and protection mechanisms for debtors.
- Ensuring strict adherence to legal mandates at multiple jurisdictional levels.
- Evaluating the impact of contracts and legal documents in the recovery process.
- Prevention of legal mishaps about debt collection activities.
- Implications of non-compliance with established legal standards.

Unit 4: Ethical Practices and Emotional Intelligence:

- Significance of ethical behavior in debt collection.
- Mediating between compassion and assertiveness.
- Respectful handling of sensitive financial circumstances.
- Steering clear of harassment and upholding professional decorum.
- Implementing emotional intelligence in dealing with debtor situations.
- Fostering enduring relationships through righteous conduct.

Unit 5: Risk Management and Problem-Solving:

- Spotting potential risks in the debt collection journey.
- Evaluating the creditworthiness and risk profiles of debtors.
- Risk mitigation strategies in collections.
- Problem-solving acumen for intricate cases.
- Crafting contingency arrangements for default instances.
- Leveraging data and analytical insights for improved debt recovery rates.