

SALES TRAINING · ACXPA CERTIFIED

Collections Foundations

Six hours of live training for anyone who has to chase overdue payments. You'll learn a clear structure to open with confidence, negotiate workable terms and close with a commitment, without damaging the relationship.

\$485

per person, ex GST

**PUBLIC OR
PRIVATE****DURATION****2 × 3 hours****DELIVERY****Live online (public) · online or
onsite (private)****PRICE****\$485 per person, ex GST****OPTIONS****Public course ticket or private
team training****CERTIFICATE****For everyone who completes****RATING****4.9/5 across our courses**

What you'll be able to do

Understand the customer

What people need under financial stress, and how emotion drives behaviour.

Find the real situation

Questions that uncover what the customer can actually do.

De-escalate upset customers

Stay calm and professional when emotions run high.

Open with credibility

A first impression that builds trust and sets clear expectations.

Negotiate workable terms

Plans that meet business needs and respect the customer's situation.

Close with a commitment

Confirm the agreement clearly and end on a positive note.

What's covered

SESSION 1: PRODUCTIVE COLLECTIONS CONVERSATIONS**1 The Psychology of Customers****2 How to Engage****3 Better Conversations****4 Negotiation & Problem Solving****5 How to Educate****6 Closing with Impact****SESSION 2: DIFFICULT CONVERSATIONS AND FOLLOW-UP****7 The Psychology of Complaints****8 Empathy and Intent****9 Handling the Most Difficult Customers****10 Group Practice****11 Online Communication**

Ideal for dedicated collections staff and anyone who chases payments as part of their role.



What's included

- ✓ 2 × 3 hours of live training, two live sessions
- ✓ Role plays, discussion and live coaching
- ✓ Certificate for everyone who completes
- ✓ Public course tickets, or a private course for your team

Prices are per person in AUD, excluding GST. See the course page for the latest dates and prices.

Pricing and options

- ✓ Save 15% when you book 3 or more tickets in one transaction
- ✓ ACXPA members save 25% on live public courses
- ✓ Pay by card or request an invoice at checkout
- ✓ Private training for your team (minimum 5 participants) is priced after a quick chat

Your trainer



Simon Blair

30+ years in training and consulting, 50,000+ customer interactions assessed, and rated 4.9/5 from 140+ verified reviews.

Who it's for

Collections and accounts receivable, contact centre and service agents, small business owners and admin staff, hardship and complaints staff, utilities, government and healthcare, and team leaders and supervisors.

Want a lower-cost option, or resources to improve service all year?



ACXPA membership

Built for anyone who has to chase overdue payments.



Scan to see membership

- ✓ 25% off every CX Skills live public course
- ✓ Self-paced courses on being assertive, difficult customers, complaints and managing stress
- ✓ The 7-Step Complaints Handling Framework
- ✓ Live expert access every fortnight

Individual \$197 a year · Business from \$497 for a team of five (ex GST) · acxpa.com.au/membership

Self-paced online training

Our lowest-cost option. Use it instead of live training, or alongside it to cover more topics, in short lessons that fit around shifts.



Scan to explore

- ✓ From \$9.15 per person a month
- ✓ 400+ lessons: customer service, leadership, conflict, AI and more
- ✓ Manager dashboards and custom pathways
- ✓ Certificates for every course

cxskills.com.au/self-paced-online-training

Next steps

See upcoming dates and book online by card or invoice (15% off 3 or more tickets), or talk to us about private training for your team on dates that suit you.

cxskills.com.au/collections-foundations · +61 3 9008 7287 · hello@cxskills.com.au



Scan for dates

