



Independent
Contact
Centre
Consultants
Association

Mastering Communication Skills for Effective Collections

25 TH & 26TH MARCH 2024

NAIROBI, KENYA.

A Game Plan for Effective

Debt Collection



KEY TOPICS

Communication

Negotiation and Persuasive Skills

Principles of Contract Management in the telesales and remote sales environments

Basic self-management / EI / EQ Essentials

YOUR COURSE GWIJS



MANNY MALE



BEVERLEY DICKSON



DEBBY WEBSTER

Rationale for the Programme/Course:



In today's world it is critical that the staff employed to deal with customers have a high level of communication skills in order to provide exceptional Customer Service and also to achieve targets in fields such as sales or collections.

In many countries, English is seen as the preferred business language, and is the most dominant language in the business world. However it is often not a first language and attention needs to be given to ensure that staff are able to communicate effectively and correctly with customers.

Purpose

The purpose of this programme is to assist the attendees in understanding the reason for exemplary customer care practices and providing attendees with the ability to be the best in every contact with the customer and to enable attendees to increase the collection of outstanding revenue using their communication skills.

Who Should Attend

This training programme is aimed at staff members who are involved in communicating with Customers (Internal and External) in business English to ensure an exceptionally high level of service.



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Delivery Mode



2 Hour Modules over 5-days on Teams

Programme/Course Expected Outcomes

At the end of the programme participants should be able to explain and / or demonstrate:

- The characteristics of effective communication
 - The power of words
 - The importance of good listening skills
 - The importance of using professional English
- The characteristics of negotiating and persuasion skills
 - The steps to handling customer calls
 - Conflict resolution skills
 - Building rapport and trust
- The principles of contract management in the telesales and remote sales environments
- An understanding of meeting compliance requirements
- The characteristics of basic self-management / EI / EQ
- How to manage stress



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Meet your course GwijiS



DEBBY WEBSTER

Debby Webster has been in the Customer Service, Contact Centre and Service Management Industry for the last 28 years, with expertise ranging across the design, scoping, development, implementation, re-engineering, management and operational running of areas dealing with Customer Service.

During this period she has worked with some major Blue Chip clients in various sectors including banking, mining, petroleum, IT, Government, Municipalities, wholesale and retail. More recently she has been involved with organisations throughout Africa in developing or re-engineering their service offerings specialising in Customer Service training.

Debby is known for her ability to develop people and for developing staff to meet their full potential. Her skills have also been proven by the achievement, and in most instances the exceeding of, standard KPIs through training initiatives, re-engineering and implementation of business processes, as well as providing staff with a clear understanding of their task analysis and KPIs. Staff morale is improved through customised individual career development plans for the staff as well as succession plans.

Debby has a passion for the Service Industry and drives service delivery in line with exceeding customer expectations. Regardless of whether an organisation is in its infancy, a growing or existing concern, customers will demand, and expect, a high level of service and support. An increasing problem is that management often become complacent, resulting not only in a deterioration in the service provided and extremely high levels of customer frustration, but a break down in confidence, resulting in negative feelings by the customers concerned, and this is reflected on the bottom line of the business.



BEVERLEY DICKSON

Beverley holds an Executive MBA from the University of Reading | Henley Business School, a Post Graduate Diploma in Management Practice from Henley Business School and is currently busy with her Green Belt in Lean Six Sigma.

She has held several senior management positions at Telesure Investment Holdings; Group General Manager Learning & Development (2 years), General Manager Claims & Loss Adjusting (6 Years), Group General Manager Retentions and Collections (2 Years), Regional Manager (7 years). Her experience includes Senior Manager Underwriting Operations (Chief of Staff) at Old Mutual Insure.

She led a project to improve the sales of device insurance at MTN as a management consultant at SuperLead Advisory, which resulted in a 100 percent increase in sales for the client. Her recent projects included supporting Collections (MTN), Direct Sales (Old Mutual), and serving as the lead consultant at SuperLead Advisory to assist MTN SA's Customer Service and Operations Division. The project prioritized call reduction, language strategy, quality assurance, and best practices for customer experience (CX).



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MANNY MALE

Results-driven professional with extensive experience in Financial Services operations. Proven track record of improving operational efficiency, enhancing customer satisfaction and achieving key performance targets. Strong expertise in process improvement, team management and problem solving. Adept at developing and implementing strategies to optimize customer servicing and CX environment performance, with excellent communication and interpersonal skills.

Qualifications: B. Comm - Quantitative Management Six Sigma Black Belt Certificate in Investments & Portfolio Management RE1 - Key Individual Certification



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Debt
Recovery

A Game Plan for Effective

Debt Collection



This course is available as a public and in-house and is delivered as a LVT- Live Virtual Training



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