



## Collecting With Style

*A training course designed to enhance collection skills  
using relationship building techniques*

**Collecting With Style (CWS)** is a comprehensive one-day course designed to help your reps increase their collections rate using "soft sell" techniques. The value to your company is greater profitability without jeopardizing customer loyalty.

Groups of up to 12 people will complete the CWS course including the following agenda.

### Course Agenda

- Attitude adjustment - yours
- Key elements of successful collections
- Effective opening statements
- Critical communication skills
- The statement/question technique

### Follow Through

Following the course delivery, your trainer will monitor and coach your reps to assure they are using the newly learned skills. We can also conduct a session with your Supervisors to teach them how to coach these highly successful techniques. Finally, we will return in a month to monitor and coach once again to evaluate the integration of the skills into the agent's call strategy.

### **BENEFITS** of "Collecting With Style"

- Use communication styles and questioning techniques to enhance the collections success rate
- Increase revenues while maintaining customer relations
- Reps learn how to build relationships that make it easier to collect funds



Call Amtech Marketing to discuss how your company can increase collections through enhanced skills.

**Call today 888-546-4844**  
303-814-1379

[www.amtechmarketing.com](http://www.amtechmarketing.com)