



COMMUNICATION AND WRITING SKILLS

Professional Collection Specialist Designation (PCSD)

Course code: CWS-008

SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

Collection specialists play a vital role in protecting organizational cash flow while maintaining positive customer relationships and complying with regulatory requirements. This course equips participants with the practical skills needed to manage collection activities professionally, negotiate effectively, improve recovery rates, handle difficult situations, and ensure compliance with industry standards and best practices.

Why Attend

The course combines interactive presentations, practical exercises, role plays, case studies, collection simulations, negotiation workshops, communication activities, and real-world collection scenarios to ensure practical application and skill development.

Who Should Attend

Collection officers and specialists
Accounts receivable professionals
Credit controllers
Debt recovery personnel
Customer account representatives
Finance and credit professionals
Employees responsible for collection activities

— Learning Objectives

- Understand the principles and processes of professional collections management
- Improve communication and negotiation skills with customers and debtors
- Apply effective collection strategies and recovery techniques
- Manage difficult collection situations professionally
- Ensure compliance with legal and regulatory requirements
- Analyze collection performance and improve recovery outcomes
- Strengthen customer relationships while achieving collection objectives

— Course Outline

**DAY
1**

Foundations of Professional Collections

- Understanding the role and responsibilities of collection specialists
- Reviewing the collection cycle and accounts receivable management processes
- Understanding customer credit risk and payment behavior patterns
- Exploring collection terminology, policies, and procedures
- Understanding ethical and professional standards in collections
- Developing a customer-focused approach to collection activities

**DAY
2**

Communication and Negotiation Skills for Collections

- Building effective communication skills for collection professionals
- Applying active listening techniques during collection conversations
- Developing persuasive negotiation strategies for payment recovery
- Managing objections and difficult conversations professionally
- Understanding behavioral styles and adapting communication approaches
- Conducting successful payment arrangement discussions

**DAY
3**

Collection Strategies and Recovery Techniques

- Understanding collection prioritization and account segmentation methods
- Applying collection strategies across different stages of delinquency
- Managing early-stage and late-stage collection activities
- Developing payment plans and settlement options effectively
- Using collection tools, technology, and customer information systems
- Improving recovery outcomes through structured collection approaches

**DAY
4**

Compliance, Ethics, and Customer Relationship Management

- Understanding legal and regulatory considerations in collection activities
- Applying ethical collection practices and professional standards
- Managing customer complaints and dispute resolution processes
- Balancing collection objectives with customer relationship management
- Understanding documentation requirements and record-keeping practices
- Reducing compliance risks within collection operations

DAY
5

Collection Performance and Professional Excellence

- Measuring collection effectiveness through key performance indicators
- Analyzing collection reports and operational performance metrics
- Identifying opportunities for process improvement and productivity enhancement
- Managing challenging collection scenarios and high-risk accounts
- Developing personal effectiveness and professional growth strategies
- Final workshop: Practical collection simulations and action planning

— Upcoming Classroom Dates

DATE	LOCATION	FEE
25 - 29 January 2027	Amsterdam - Netherlands	€1,900
22 - 26 February 2027	London - United Kingdom	€2,100
22 - 26 March 2027	Istanbul - Türkiye	€1,400
26 - 30 April 2027	Vienna - Austria	€2,250
24 - 28 May 2027	Barcelona - Spain	€1,600
28 June - 2 July 2027	Paris - France	€2,250
26 - 30 July 2027	Frankfurt - Germany	€1,700
23 - 27 August 2027	Barcelona - Spain	€1,600

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.