

**MACM** WORKSHOP

**COLLECTING DUES** WITH CONFIDENCE

**Effective Telephone** Techniques for **Cash Collection** 



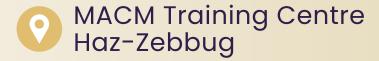
TARGETED FOR:



2-Lecture Workshop

Tuesday, 26th November 2024 Thursday, 28th November 2024

13:30 - 17:00











#### Fees:

**€220 + VAT (€259.60)** MACM Members

€280+ VAT (€330.40) Non-Members

2-Lecture Workshop

Dates: Tuesday 26th and Thursday 28th November 2024

Time: 13:30 - 17:00 including 30 minutes coffee break



Employers can benefit from funding through the Investing in Skills Scheme: https://jobsplus.gov.mt/funding-employer/investing-in-skills

#### **Purpose**

To understand the principles of effective telephone communication in order to be able to better organise and manage telephone cash collections calls.

This would result in more effective cash collection and sound cash flow management.

### This Workshop focuses on:

- Understanding two-way telephone communication
- Telephone communication benefits and limitations
- Active listening in cash collection
- Understanding why customers pay late
- Conveying good impression
- Positive physiology
- Documenting the cash collection calls
- Dealing with customers over the phone
- Dealing with customers' excuses and objections





# **Registration Form**



## Collecting Dues with Confidence **Effective Telephone Techniques for Cash Collection**

**Dates of Workshop:** Tuesday, 26th November 2024 Thursday, 28th November 2024

MACM Training Centre, Mdina Bastions, Blk D, Office 1, N/S off Mikielang Sapiano Street, Haz-Zebbua

Fees:

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Please note that places are limited. Registrations are processed on first-come-first-served basis.

Substitution of participants will be accepted but cancellations or not showing up for the workshop will not be entitled to any refunds.

Name & Surname:		
Company Name:		
Address:		
VAT Number (for invoici	ng purposes):	
Tel/Mob Number:	e-mail:	

The personal data of the participants, including name, telephone number, e-mail address and other details are held by the MACM Training Centre for account and order administration, to facilitate better communication, for security purposes, and subject to the provisions of the GDPR and any other applicable law.

Signature/s:

Date: