

Advanced Communication and Emotional Intelligence in Debt Recovery

1. Overview

This specialised programme is designed for debt collection professionals, focusing on the development of advanced communication skills and emotional intelligence. Participants will learn to interact with clients respectfully, ethically, and effectively while managing challenging and sensitive situations. The programme emphasizes professional communication, conflict resolution, emotional self-management, and upholding organisational integrity in the debt recovery process.

2. Programme Outcome:

- Express ideas clearly, confidently, and professionally using advanced verbal and written communication skills
- Utilize emotional intelligence to effectively manage self and others in challenging or high-pressure situations
- Lead structured, ethical negotiations to resolve disputes and address objections
- Uphold and promote organisational values and ethical standards to enhance relationships with clients and colleagues

Qualification:

Certificate of Completion

Duration:

4-Months

Programme Type:

Category B – Workplace-Based Learning Programme

Programme ID:

PA0717

SAQA US:

12433, 252031, 117853, 252042

NQF Level:

5

Credits:

25

Entry Requirements:

Communication, Mathematical & Computer Literacy at NQF 4

Training Options:

Online - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered fully online, and participants will join scheduled Microsoft Teams sessions facilitated by a trainer. This mode provides flexibility and allows learners to participate from any location.

Face-to-Face - Each participant will receive training resources, which contains all programme materials and resources. Training is delivered through onsite contact sessions, either at the client's premises or providers campus, where a facilitator conducts the sessions in a classroom environment.

Minimum Participants Required:

(1) Online & (1) Face-to-face

3. Programme Content

- **(12433 US):** Use communication techniques effectively
- **(252031 US):** Apply the principles and concepts of emotional intelligence to the management of self and others
- **(117853 US):** Conduct negotiations to deal with conflict situations
- **(252042 US):** Apply the principles of ethics to improve organisational culture

4. Topics

- Module 1: Professional Communication in Debt Collection
- Module 2: Applying Emotional Intelligence
- Module 3: Ethical Negotiation and Conflict Management
- Module 4: Promoting Ethics and Integrity in Collections

5. Assessments

This programme includes a Portfolio of Evidence (POE) that must be submitted at the end of the programme. The POE include:

- **Knowledge Assessments:** To evaluate theoretical understanding.
- **Practical Assignments:** Hands-on tasks related to course topics.
- **Workplace Assignments and Logbook:** Application of skills in real-world settings.

Successful participants will receive a certificate of completion.

6. Workplace-Based Learning Programme

This WLP is a fusion of academic learning and practical work. The learning is directly applied to the workplace by using client-based mentors and extensive workplace-based portfolio work and assignments. Apart from the obvious benefits of a workplace directed qualification, each WLP qualifies for recognition as a Category B Skills Programme in the Learning Matrix of the Amended BEE codes, which allows for the salaries of participants to be recognized as part of the Skills Development Expenditure.

We trust that the above is in order and look forward to hearing from you for Implementation