

Advanced Business Communications and Personal Skills

32 Guided Learning Hours 104 Total Qualification Time

Aim

The unit develops the advanced business communications and personal skills required for advanced credit controller, debt collection specialist and enforcement work.

Syllabus topics

1. **Development of customer relationships** (22%)
 - Meaning of excellent customer service
 - Internal and external stakeholders.
2. **Range of communication and negotiation skills** (22%)
 - Effective negotiation with customers/colleagues at all levels
 - Sensitive negotiations
 - Effective communication skills using a range of media
3. **Working relationships** (14%)
 - Build and maintenance of good working relationships
 - Effective working with other business areas
4. **Meeting commitments/targets and improvement to working practices** (21%)
 - Organisation of work
 - Improvement to working practices
 - Ownership of specific changes through to implementation
1. **Reflective practice** (21%)
 - Evaluation of credit risk performance
 - Assessment of changes in approach and outcome
 - Action planning to improve performance

Assessment

Assignment.