

Business Communications and Personal Skills

32 Guided Learning Hours 75 Total Qualification Time

Aim

To develop the business communications and personal skills required for credit controller and debt collection specialist and enforcement work.

Syllabus topics

1. Personal skills and behaviours required at work (45%)

- Importance of a range of personal skills
- Identification of personal strengths and challenges
- Organisational measurement of quality of telephone collections

2. Communication in the business environment (10%)

- Effective communication using a variety of media

3. Building good relationships with colleagues and customers (45%)

- Resolving issues using communication and personal skills
- Effective team working
- Progressive business communications and personal skills

Assessment

Assignment based assessment.