

# Persuasive Debt Collection Skills

**28 & 29 July 2026**  
9.00am - 5.00pm | GMT +8



**Concorde Hotel KL**  
**Zoom Platform**

## WHY YOU SHOULD ATTEND

Effective debt collection is crucial for maintaining healthy cash flow and ensuring business sustainability. However, successful debt recovery requires more than persistence—it calls for a strategic approach that blends negotiation skills, emotional intelligence, and customer-focused communication.

This program equips your team with the essential tools to handle challenging conversations, resolve disputes professionally, and recover outstanding payments while preserving positive relationships. This training is designed to not only improve collection rates but also boost your team's confidence and effectiveness in every customer interaction.

## AUDIENCES

This course is ideal for professionals involved in debt collection including: -

- Designated debt collectors
- Call centre agents who collect debt
- Supervisors of debt collection team
- Team leaders of debt collection team
- Collection staff
- Sales staff
- Front-line staff

Organised by:



WEeventz Pte Ltd (Singapore)  
WEeventz Malaysia Sdn Bhd (Malaysia)



This is a **Hybrid event** where participants can choose to attend **In Person** at our training venue or join **Virtually** via Zoom Platform.