

1. Record Nr.	UNINA9910456383003321
Autore	Coleman A. Michael
Titolo	Collection management handbook [[electronic resource] ] : the art of getting paid // A. Michael Coleman
Pubbl/distr/stampa	Hoboken, NJ, : Wiley, c2004
ISBN	1-280-34553-5 9786610345533 0-471-48394-X
Edizione	[3rd ed.]
Descrizione fisica	1 online resource (306 p.)
Disciplina	658.8/8
Soggetti	Collecting of accounts Electronic books.
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Collection Management Handbook; Dedication; About the Author; Contents; PREFACE; ACKNOWLEDGMENTS; CHAPTER 1 A New Collection Science Is Born; Preventive Remedies for Credit Grantors; How to Incorporate Protective Legalese into Your Sale Origination Documentation; Law of the Jungle; Building Blocks for Collection Success; Debtor Profiles; Delay Tactics; Integrated Collections; Problem-Solving Techniques; Opening Statements; Initiating a Collection Call; Words and Phrases that Should be Removed; CHAPTER 2 Oratory and Advanced Communication Skills; Grab the Debtor's Attention Match the Debtor's BackgroundBody Language Carries; Value of Communication Skills; Build a Collection of Impact Words and Phrases; Collector's Vocabulary; Value of Humor; Telephone Techniques for Collectors; CHAPTER 3 Selling Psychology Applied to Collections; Change the Debtor's Base of Thinking; Formula for Handling Debtors' Objections; Handling the ""Higher Authority" or "Pass the Buck" Stall; Objection: "I'll Think About It"; Objection: ""Go Ahead and Sue!""; Trial Closes; Alternatives Technique; Solving Built-In Debtor Objections; Interim Collection Closing; False Conclusion Of Ignorance and Intellect: How Veteran Collectors Outsmart ThemselvesArt of Listening; Reading the Debtor's Temperature;

Deciding What Appeals to Use; Maintaining Control in Telephone Collection Calls; CHAPTER 4 Advanced Collection Techniques; Motivating Techniques: Withdrawal Method; More Advanced Collection Techniques; Postcollection Close; How to Barter a Successful Collection; Pay It With Roses; "Good Guy, Bad Guy" Approach; Collection by Draft; Point of Diminishing Returns; Debtor Localization; Mixing-Bowl Concept; How to Collect from a Hard-Core, Judgment-Proof Debtor Charitable DonationsHow to Establish Your Own In-House Collection Agency; Attorney Letter Influence; CHAPTER 5 Small-Balance Collection; Effective Techniques to Collect Receivables Less Than 500; How to Implement the Time and Space Technique; Choosing an Agency to Collect Small Balances; Psychology and Framing of Effective Collection Letters; Stamped Reminder or Printed Sticker; Use of Mailgrams or Telegrams; CHAPTER 6 Suing in Small Claims Court; How to Utilize the Small Claims Court System; How to Sue in Small Claims Court; General Information About Utilizing Small Claims Court How to Commence a Small Claims ActionFiling the Complaint; Preparation for Trial; How to Prepare and File a Civil Suit; CHAPTER 7 Making Your Debtors an Offer They Can't Refuse; Risk Versus Reward; Application of Legal Principles; Positioning Your Nonpaying Customer in a Vexing Legal Predicament; Long-Arm Statute Litigation with Applicable Case Law; California Long-Arm Statute Litigation "Open Book" Status; Fear-Factored Recoveries; Bankruptcy Remedies; Creditor Remedies for Challenging Fraudulent Conveyances and Adversary Proceedings; Unconventional Bankruptcy Recoveries CHAPTER 8 Skip Tracing and Asset Searches

---

Sommario/riassunto

You don't have to be gifted to be a great credit collector. All you need is a desire to learn from the best. . . and that's the level of expertise this exhaustively researched volume puts right at your fingertips. The Collection Management Handbook puts you on the fast track to becoming a debt recovery dynamo. Drawing on actual cases from the collection industry's top achievers, this expanded edition redefines collection methodology. Focusing on multiple avenues of strategic creditor recourse, it goes beyond yesterday's dunning notices, showing you how to extract money from the most ha

---