

Collect Like a Pro!

Workbook

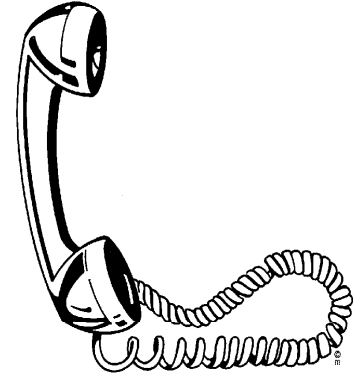
Listening Skills



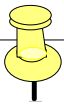
Module 2

Listening is a critical skill

As a collector, you must be an effective communicator. The skill that is most often ignored is listening. Your ability to listen actively is crucial to your overall success.



- Supplemental information about an account is obtained from fully understanding and interpreting what the customer is saying.
- A collector who is an active listener will be better able to connect with the customer.
- Listening is a skill which must be practiced and refined in order for improvement to take place.



Notes

How well do you understand what happened?

After the story is read, indicate what you heard by respnding in the following way:

If the item is TRUE, circle the T.

If the item is FALSE, circle the F.

If you don't have enough information know if the item is TRUE or FALSE, circle the ?

- | | | | | |
|-----|---|---|---|---|
| 1. | A man appeared after the owner had turned off the lights. | T | F | ? |
| 2. | The robber was a man. | T | F | ? |
| 3. | The robber demanded money of the owner. | T | F | ? |
| 4. | A man did not demand money. | T | F | ? |
| 5. | The man who opened the cash register was the owner. | T | F | ? |
| 6. | The owner scooped up the contents of the cash register and ran away. | T | F | ? |
| 7. | Someone opened a cash register. | T | F | ? |
| 8. | While the cash register contained money, the story does not state how much. | T | F | ? |
| 9. | The story concerns a series of events in which only three people are referred to: the owner of the store, a man who demanded money, and a member of the police force. | T | F | ? |
| 10. | Although someone phoned the police, we don't know who made the call. | T | F | ? |
| 11. | The following events in the story are true: someone demanded money, a cash register was opened, its contents were scooped up, and a man dashed out of the store. | T | F | ? |

Words and phrases open to interpretation

Words and phrases *not* open to interpretation

Effective collection words and phrases