

2016 Annual Child Support Training Conference & Expo



PIECING IT ALL TOGETHER

May 3–5, 2016 » Garden Grove, California

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA

2016 Annual Child Support Training Conference & Expo

Th-61 Collection Call Techniques

Timothy Boyd
Supervising Child Support Officer

How many times have you heard....?

"The money I pay doesn't go to my kids, why bother!"

"I'm never going to pay off this debt"



"I lost my job."

SUCCESSFUL NEGOTIATION

- CONNECTION
- FLEXIBILITY & OPTIONS
- APPEAL TO THEIR CONSCIENCE
- WIN / WIN



CONNECTION GREETING



Personable



Robotic

- SETS THE TONE
- CAN POTENTIALLY KILL THE DEAL

CONNECTION

LISTENING



- **ESTABLISHES TRUST**
- **MUTUAL RESPECT GAINED**
- **ABLE TO FORM RELEVANT RESPONSES**

CONNECTION

EMPATHY



**Put yourself in
THEIR
shoes**



- **What if we were in their position?**
- **How would we want to be treated?**
- **Are you communicating with the NCP as a person or as a case number and statistic?**
- **Does the NCP get the sense that we actually do care and want to help?**

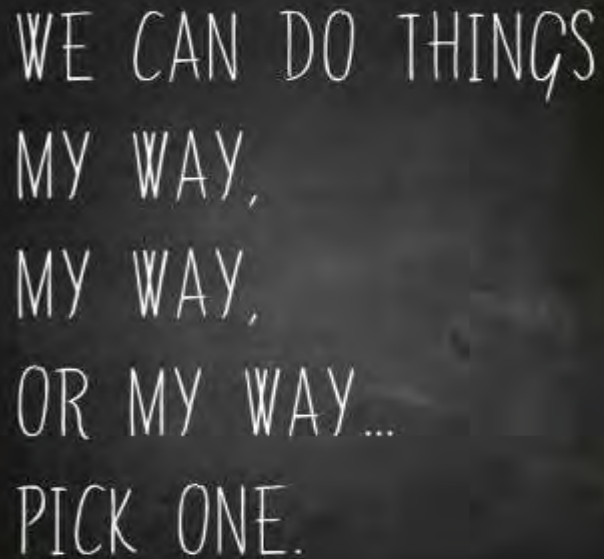
CONNECTION



GREETING + LISTENING + EMPATHY = CONNECTION

FLEXIBILITY AND OPTIONS

HOW FLEXIBLE ARE YOU?



WE CAN DO THINGS
MY WAY,
MY WAY,
OR MY WAY...
PICK ONE.

Create something at LiveUsrCreate.com

**BE OPEN TO REASONABLE
COMPROMISE. IT DOESN'T
HAVE TO BE MY WAY OR THE
HIGHWAY**

FLEXIBILITY AND OPTIONS



- Collaboration
- Give them a say in the matter
- Give them the sense that they have some power in the process

FLEXIBILITY AND OPTIONS

OPTIONS

- Family/friend
 - Small loan
- Employer advance
- Gofundme.com



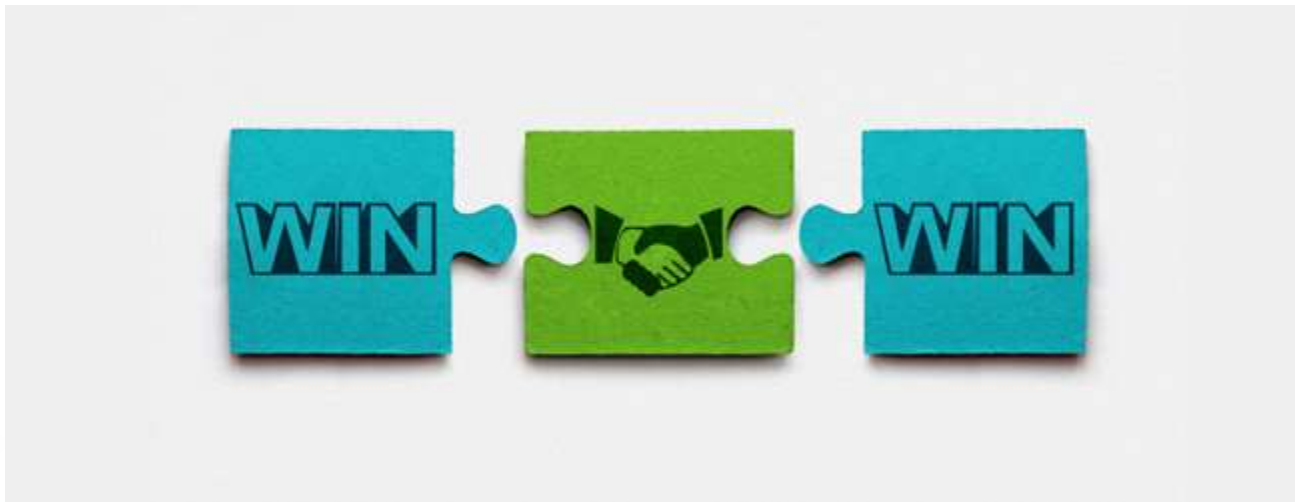
APPEAL TO THEIR CONSCIENCE

- **Make it personal. Mention the child's name** throughout the conversation.
- Ask the NCP if the child was with you, how much time and money would you be investing in that child.
- By paying, you are setting a good example.
- Priority (*Is "child's name" a worthy enough sacrifice? What is more important? Supporting "child's name" or your 10th pair of sneakers?*)



WIN / WIN

Don't give the NCP our list of remedies of enforcement but actually reference how it affects his/ her livelihood, their day to day activities, and how not paying can inconvenience them. Give the NCP specific examples of how their life is affected by paying or not paying.



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Please be sure to complete the session evaluation.

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www.csdaca.org

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