




Collections Management





Course Overview

-  Management of all elements of the collections function, including tools, strategies, hiring, training and coaching collectors, and product specific nuances
-  3-4 day highly interactive sessions


Target Market

-  Collections managers, supervisors and high potentials capable of people management roles




Materials

-  Modules covering financial impact, collections tools, effective strategies, management information, hiring & training, recovery & vendor management
-  Secured and unsecured products

Case Studies

-  Considerable hands on activities within materials and through LFI supplied or client customized case studies

Management Simulation

-  Team based game managing multiple collections portfolios
 -  Value of strategy, forecasting, capacity planning
 -  Test and learn capability measuring P&L impact of various combinations of decisions and economic cycles
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