



Collection Management course



This course is designed to provide an understanding of the underlying business strategies critical to successful consumer finance business serving the subprime market.

It describes how the key external and internal players contribute to a successful and profitable business proposition through different economic cycles and in different competitive cycles.

Program Objectives:

To enable participants to:

1. Acquire knowledge of Collections necessary to support the business strategy by: Managing to the level of credit cost built into the profit model; Providing feedback to surface sourcing, target market and product design issues; Emphasizing service quality while implementing strategies that best address the customer situation.
2. Understand the best practices Collections model and identify risks to the successful implementation of this model.
3. Test and apply proven strategies & tactics to Collections situations, while developing new approaches to solving Collections problems.
4. Understand that before developing Collections Strategies that you must first understand: Local customs and traditions; Legal and regulatory environment; Impact of changes in the economy; Implications or current and proposed business strategies; and, How customers' payment behavior differs among products.



Who should attend?

- Collections Managers, high potential collection team leaders
- Managers from areas supporting collections or impacted by collections results, such as marketing, sales, and credit
- Compliance officers, Internal Auditors and Operational Risk Managers



Course Delivery:

- Core techniques: Lecture, group exercises and case studies
- Additional options: Computer simulation, pre-course reading, Daily & Final exams
- Duration: 1 to 3 days, depending on delivery options chosen.

Course Delivery Options:

- Client can include special topics presented by its staff or incorporated into material
- Use of daily and final exams to test knowledge and identify areas for special focus
- Pre-course assignments to cover basics information outside of the classroom.
- On-site consulting by the instructor immediately after the course or as a follow-up