



## Retail Credit Management



Attend this **highly intensive** and **interactive** course designed for *EVERYONE* involved in Retail Banking.

Live situations, case studies, analysis and an all-encompassing simulation game where teams make credit and marketing decisions

### Program Objectives/ Learning:

- What is retail banking and the keys to a successful business
- Importance of defining a target market, and how to channel business
- The importance of balancing the Risk/Reward relationship
- How to develop, measure and benchmark success
- How to build Profitability dynamics and the role of analytics in retail banking
- How Effective Collections and Sound Underwriting can help business grow



## Who should attend?

- Business Managers responsible for consumer banking
- Risk managers; policy managers; product managers; credit analysts;
- Compliance officers; Internal auditors; marketing team; fraud analysts, collectors



## 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