

Collection OperationsLab® Overview

The Collection OperationsLab is a simulation-based training course that improves a bank's ability to optimize collections operations through effective performance management. It is a four-day course providing delegates with a comprehensive understanding of best practice collections operations and performance management tools and techniques across all aspects of a collections department.

This simulation-based course is practically focused, using exercises based on international practices. This ensures that delegates return to their work environments with a full understanding of the requirements of leading collections operations, systems and management in their businesses.

The multi-day training course is run in a classroom setting and transforms the learner into a player. In order to win the simulation game, players must successfully utilize the strategies available to create the most effective collections operations. Each team has to demonstrate the ability to determine how to best use the resources in challenging and varying environments.

Target Audience

Collections managers, collections supervisors, risk managers, product managers, as well as analysts and monitoring teams. As a prerequisite, participants should be familiar with the main concepts in the credit industry. Class size should range between 15-20 participants.

Four-Day Agenda

Day One	Day Two	Day Three	Day Four
Collections Theory	Collections Centre Structure and Technology	Collector Training and Evaluation	Late Delinquencies 1 and 2
Early Delinquencies 1	Collector Recruitment and Selection	Collector Motivation and Incentives	Late Delinquencies - Monitoring and Reporting
Early Delinquencies 2	Collector Performance Management	Collector Mentoring and Coaching	Provisioning
Early Delinquencies – Monitoring and Reporting	Collector Performance Measurement 1	Collections Team Structures	Exercise 2 - Provisioning and Portfolio Monitoring

Collection Operations Simulation Round 1	Collector Performance Measurement 2	Collector Performance Reports	Collection Operations Simulation Round 4
Collection Operations Simulation Round 1	Collection Operations Simulation Round 2	Collection Operations Simulation Round 3	Course Summary and Closing

Course Module Learning Objectives

Collections Concepts	<ul style="list-style-type: none"> • Provides definition and objectives for collections • Provides comparisons between early and late stage collections • Offers insight into an ideal collections structure • Offers tools and techniques to managing collections methodologies • Compares delinquency measurements
Early Delinquency Management	<ul style="list-style-type: none"> • Provides tools and strategies for managing early delinquencies • Compares collections strategies for overlimit and delinquent accounts • Compare techniques available for collections communication • Compares types of communication and the effective use of these • Provides insight into effectively prioritizing actions
Collections Structure and Technology	<ul style="list-style-type: none"> • Provides strategic structural options that may be considered for a collections environment • Provides different views on an optimal organisational structure • Suggests various systems functionality and ideal technology in a collections that will enable it to be effective
Collector Performance Management	<ul style="list-style-type: none"> • Review the process of improving collector performance • Provides tools and techniques for training and development of collectors • Offers techniques for motivation and incentives for collectors • Reviews the process of mentoring and coaching of collectors • Provides solutions to implement effective collections teams
Late Delinquency Management	<ul style="list-style-type: none"> • Provides tools and strategies for managing late delinquencies and recoveries • Provides communication strategies for effective recoveries of late delinquent accounts • Provides types of communication and suggestions on the implementation of these • Provides insight into effectively prioritizing actions

Provisioning	<ul style="list-style-type: none">• Offers insight into the objectives and principles of provisioning• Reviews the techniques for provisioning• Assess a number of reports from which to effectively provide on bad debts• Provides a view on the factors impacting provisioning
MIS Reporting and Monitoring	<ul style="list-style-type: none">• Review the high level concepts associated with MIS reporting for a portfolio• Define the standard reports that should be implemented and run in a collections environment• Review examples of reports to determine the best course of action• Review the various types of performance reports for collectors• Explain the differences between specific strategic reports