Collector PerformanceLab Product Overview

The Collector PerformanceLab is a training course that improves a bank's ability to optimize collector performance. It is a three-day course providing delegates with a comprehensive understanding of the concepts and practical implementation of best practice collector management in all aspects of a collections operation.

This 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 and systems in their businesses.

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.

Three-Day Agenda

Day One	Day Two	Day Three
Introduction and Course Objectives	Introduction to Training and Evaluation	Collections Department Structure and Technology
Principles of Collector Performance Management	Exercise - Training and Evaluation	Team Structures
Recruitment and Selection Fundamentals	Introduction to Motivation and Incentives	Scheduling Efficiently and Effectively
Performance Measurement 1	Exercise - Motivation and Incentives	Exercise - Collector Team Management 1
Performance Measurement 2	Mentoring and Coaching Fundamentals	Collector Performance MIS
Exercise - Performance Measurement	Exercise - Mentoring and Coaching	Inbound Call Centre Behavior
Overview of Service Levels	Use of Diallers in Performance Management	Communicating Call Centre Performance
Forecasting Call Volumes	Exercise - Dialler Performance Management	Exercise - Collector Team Management 2

Course Module Learning Objectives

Collector Performance Management	• 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
Recruitment and Selection	• Provides tools and techniques for selecting appropriate collectors • Offers options with allocating correct resources to appropriate areas • Identifying key collector characteristics
Performance Measurement	• 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
Training and Evaluation	• Review processes for technical training • Discusses tools and techniques to improve and develop collections skills • Offers tools for evaluating collector performance • Ensuring performance levels and maintenance of performance standards
Collector Performance MIS	• Provides various types of MIS to manage collector performance • Offers suggestions for measuring collectors using qualitative techniques • Offers key quantitative measures for performance measurement • Suggests MIS relevant for team measurements • Suggests MIS for organizational performance
Inbound Call Centre Behavior	• Discusses the concepts of groups and group sizes • Explores swamp avoidance techniques • Provides insight into service levels versus calls per agent • Discusses differences between pooling and specialization
Communicating Call Centre Performance	• Offers insight into the what management should know about incoming call centers • Discusses call center activity reporting • Exploring effective budgeting • Provides techniques to anticipating growth

Collections Structure and Technology	• 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