

People, Process and Performance Management* B2B

(formerly How to Motivate and Enlighten your Collections Team)



Who will benefit

Level 2 3 4 5

Managers and supervisors responsible for collections staff and their performance improvement.

Objective

To enable delegates to create a strategy for collections, set key performance indicators for teams and individuals, forecast and analyse the ledger, resolve issues and identify ownership, create effective communications (internal and external) and identify effective ways to measure and monitor performance.

Course content

■ Creating a Strategy for Collections

- Importance of cash flow
- Understanding where collections fit into the process

■ Identifying Ownership and Accountability

- Understanding the impacts

■ Effective Communications

- Who are the internal contacts?
- Working with customers

■ Reporting and Measures

- Tracking and reporting of KPIs
- Creating action oriented reports
- Measuring team/individual performance

■ The People Plan

- Motivating the team and managing performance

■ Review and Action Plans

“An opportunity to take a step back and look at things objectively and form ideas for the future”

Fee: £390.00 + VAT Non-Members, £310.00 + VAT Members

Where next?

- Building Customer Relationships in Credit Management
- Essential Management Skills
- Negotiating and Influencing Skills

*This seminar can lead to an ICM Award