

COACHING FOR OPTIMAL COLLECTIONS PERFORMANCE

2-DAY CLASS

TAKE AWAYS:

Proven Models
Multiple Techniques
Improved Collection Results

DATE & LOCATION:

April 18-19, 2012 - Los Angeles, CA
September 10-11, 2012 - Las Vegas, NV
October 17-18, 2012 - Baltimore, MD

Why can't they all collect like the top collectors?

How can I challenge the middle group to drive up their performance?

How can everyone earn more money?

Can good coaching help reduce attrition?

COACHING FOR OPTIMAL COLLECTIONS PERFORMANCE

Do the top 20% of your collectors bring in 80% of your dollars? Is it reasonable that collectors should deliver 50% of what your top performers deliver? Learn what happens in most collection organizations, and how to improve performance and results in yours. What if you had the coaching tools to engage that magic middle of performers, reduce attrition, as well as increase abilities and span of control for front line managers? Coaching for Optimal Collections Performance teaches the foundation for the Performance Management System that provides the knowledge and tools necessary to coach and develop the collectors on your team, maximizing their performance.

What each person will learn from this training:

1. How to utilize the Performance Management System, with techniques for Setting Expectations, Measuring and Monitoring, Coaching and Development, then Reward and Recognition,
2. How to identify which collectors to invest time and energy in – identifying the engaged and disengaged to focus on profitability,
3. How to leverage tools to challenge the magic middle,
4. How to maximize collector's time and maximize yours, increasing the workable span of control to ultimately maximize results and profits,
5. How to change their teams culture to Collector Ownership, and
6. How to ensure the right behavior, and watch the results!

The training is a 2-day session with peers across the industry. In addition to the formal training, each attendee has an opportunity to participate in a post-class telephone follow-up session with the instructor.

CUSTOM AND SUITCASE CLASSES

Custom and Suitcase Classes available on request. Gain maximum value by scheduling a custom class at your location. For more information, contact us at: (562) 906-1101 or info@resourcemanagement.com.

CLASS INSTRUCTOR: KEN EVANCIC

Vice President, Resource Management Services, Inc.

Ken Evancic is a collections veteran with over 20 years experience, managing more than 1200 collectors, and multiple portfolio types. He has managed all phases of collection, including all levels of delinquency, automated dialer units, early-out agency management, recovery, and skip tracing. In addition to collections operations management, he has led initiatives in the areas of performance management, collections strategy development, collector and manager training, collector desktop design, collections reporting systems, and risk and compliance.

INSTRUCTOR'S
OVERALL
EVALUATION SCORE:



4.84 Stars out of 5!

"Comments From The Instructor"

The class connects fundamentally sound coaching techniques with a simple performance management system. To be successful in any area of collections, collectors and managers must clearly understand what is expected. They must have the information available to assess and validate their performance against the expectations. There must be people in place to coach and develop individuals in areas where skill gaps exist. Lastly, there must be a solid reward and recognition process to reinforce the right behaviors.

In addition, we reinforce the approach that each person owns their own performance. The objective is to help managers create the expectation that each collector should define their own output and explain how they will deliver. The ultimate goal is for a manager to have a team of collections business owners that drive their own performance, while the manager removes barriers, provides skill enhancement and direction to enable each collector to deliver their optimal performance.

The class is divided into multiple sections that include significant open discussion and exercises. The final exercise is a role play opportunity to practice the concepts in the class.

Two to three weeks after the class, each participant will have the opportunity to execute a live coaching session with a person on their team, with the instructor virtually shadowing the session. The participant will be scored on the concepts of the class and provided direct feedback.

The combination of the training material, class discussions, exercises, virtual follow-up session, and exposure to people from multiple organizations, will provide for a great training experience for any collections manager.

FOLLOW-UP INCLUDED

Class also includes a one-on-one follow-up session with your instructor as you implement class concepts.

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http://www.resourcemanagement.com/training_coaching.html

REGISTRATION FORM

DATE AND LOCATION		
<input type="checkbox"/>	SEPTEMBER 10-11, 2012 - LAS VEGAS, NV Red Rock Hotel, Las Vegas, 11011 W. Charleston, Las Vegas, NV 89135 Phone: (866) 767-7773 - Group Code: DCS2012	Room Rate \$139
<input type="checkbox"/>	OCTOBER 17-18, 2012 - BALTIMORE, MD Hilton Baltimore BWI Airport, 1739 West Nursery Road, Linthicum Heights, Maryland 21090 Phone: (443) 577-2411 - Group Code: RESOUR	Room Rate \$159
REGISTRATION PRICING		
<input type="checkbox"/>	COACHING CLASS ATTENDEE REGISTRATION	\$1,295
<input type="checkbox"/>	ADDITIONAL ATTENDEE REGISTRATION (\$200 Discount for each additional attendee from the same company, Additional Registrant Form must be submitted with Registration Form)	\$1,095
TOTAL:		

Name: Mr./Ms.: _____
 Name for Badge (First/Nick Name): _____
 Title: _____
 Organization/Company: _____
 Type of Company: _____
 Street Address: _____ Suite: _____
 City/State/Zip: _____
 Phone: _____ Fax: _____
 Email: _____

Payment Information: (Full payment must be received with your registration.)

- \$ _____ Payment Enclosed
 (Make checks payable to Resource Management Services, Inc.)
- \$ _____ Charge Via:
- VISA MasterCard Discover American Express

Credit card payments may be faxed to
(562) 906-1212

Mail check payments to:
Resource Management Services, Inc.
10440 Pioneer Blvd., Suite 2
Santa Fe Springs, CA 90670

Telephone: (562) 906-1101

Please provide the following credit card information:

Print name as it appears on card: _____
 Card Number: _____ Exp. Date: _____
 Cardholder's address include postal code: _____

CLASS INFORMATION AVAILABLE AT:

http://www.resourcemanagement.com/training_coaching.html

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ADDITIONAL REGISTRANT FORM

REGISTRANT #2

Name: Mr./Ms.: _____
Name for Badge (First/Nick Name): _____
Title: _____
Organization/Company: _____
Type of Company: _____
Street Address: _____ Suite: _____
City/State/Zip: _____
Phone: _____ Fax: _____
Email: _____

REGISTRANT #3

Name: Mr./Ms.: _____
Name for Badge (First/Nick Name): _____
Title: _____
Organization/Company: _____
Type of Company: _____
Street Address: _____ Suite: _____
City/State/Zip: _____
Phone: _____ Fax: _____
Email: _____

REGISTRANT #4

Name: Mr./Ms.: _____
Name for Badge (First/Nick Name): _____
Title: _____
Organization/Company: _____
Type of Company: _____
Street Address: _____ Suite: _____
City/State/Zip: _____
Phone: _____ Fax: _____
Email: _____