



Building the Foundation
◇ EXPERT ◇ Collection Resources

E = Experts at Your Fingertips
X = Extra Help, Taking a Pro-Active Approach
P = Practice What You Have Learned

Even if your collection efforts are handled by a department of one, office culture is comprised of an interlocking set of goals, processes, values, communications practices, attitudes and assumptions. Bumps in the road, such as new scenarios that don't get the desired results, are a good indicator that additional information or training would be a benefit to the department. So you search and find just the right class, and during the session you see that the information will be valuable in your department. Sadly, studies indicate that 40% of what you learn will be forgotten in the first 20 minutes and 77% within 6 days. So, historically, training classes don't always result in the transfer of immediately useful information to the workplace. In short, insufficient focus and insufficient practice can derail even the most useful class information.

Because you want the ideas from the training class to work, you'll need to re-wire the old habits. Statistically, learners who employ practical application during training, or shortly thereafter, are more likely to retain information and develop habits that support new processes. The following tips can help:

1. Write down items that you would like to try when you get back to the workplace. Make it a manageable list – 2 or 3 at most.
2. Begin to apply new concepts immediately upon returning to the office. If possible, train someone in the department on what you have learned. Studies show that you'll retain 90% of the information when you teach someone else.
3. Set a time line to test the idea(s). For instance: 'I will use this new procedure for the next 30 days and compare results'.
4. Repeat the activity as often as you can within the timeline. Studies show that 75% of the information is retained when you continually practice what you learned.
5. Practice the buddy system. If the process doesn't seem to be working as outlined in the class, consult the class handouts, ask another classmate, or if possible, call the instructor.
6. Modify the new process as needed to align with department culture and credit union philosophy.

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