



CUR Collection Resource

Newsletter Exclusively for Credit Unions

December 2020



To our valued business associates, clients and friends. All of us here at CU Recovery and The Loan Service Center wish you a magical season of love and sharing.

Happy Holidays!

Work-From-Home Burnout: Causes and Cures



Cozy clothes all day. No commute. Freedom to do house chores while on a conference call.

Ahhh the joys of working from home...

What started as a short-term leave from the office has transformed into an entire workforce transition.

[Read about](#) the 3 main causes and ways to get back on track from Forbes

Collection Success Series **STABLE**

S = Success Story T = Tactics A = Adapting B = Building L = Learning E = Energize



STABLE is the word for 2020 articles.

Energizing Staff - Fighting Burnout

Many credit unions have had the bulk of their employee base working remotely for 9 months. Stress and burnout may be impacting your collection department.

[Read article](#)

Host a Virtual Holiday Party

Virtual Holiday Party Bingo

Birthday in December	Can name ALL of the other reindeer	Liked the live action Grinch more than cartoon	Supported a charity this month	Most holiday cheer!
Stocking in background	Best holiday pun	"Ho ho ho"	Ugliest sweater	"Christmas is so overly commercial"
Has more than one tree	Shared a favorite holiday memory		Can whistle 15 seconds of Jingle Bells	Mariah Carey reference
			Watched 	

Create a digital 'happening' for the season!

This isn't a time to get everyone online and wing it. Think about what you like about digital entertainment and create an experience accordingly. It should be visually stimulating, entertaining, and engaging. Look at the hobbies and interests of your team for inspiration.

Get ideas from this Teambuilding [article](#).

December Collection Tip - Being Proactive and Courteous

Making collection calls during the holiday season in a year of hardships can be tough. Below are some tips being proactive, yet courteous this month:

- Perform a review of accounts that need follow up and focus on them early.
- Be kind and courteous. Acknowledge the holiday with season's greeting.



- Be patient and understand that not everyone will have the ability to pay during the holidays, so do your due diligence and follow up after the new year.
- Your tone of voice reinforces the message, be professional yet personal in your communications.



Holiday for Smaller Group?

Cooking for someone is an expression of love, a hug even. The love is still there, even if you can't be in the room together. "Let's be honest, food is better than gifts".

[Get inspired.](#)

