



Building the Foundation
◇ ADVISE ◇ For Collection Success

A = Advocates That Have Your Back
D = Developing a Quality Collection Call
V = Vibrant Collection Department Qualities
I = Instruction, Keeping Staff up to Date

You've seen it – cubicles covered with sticky notes full of reminders about what to do or how to do something. Because of time, staff and space constraints, many collectors are taught current or new department process by a fellow staff member. For the same reasons, as changes in the industry necessitate procedure adjustments, information is often distributed by email or memo leaving interpretation up to the individual or overlooked altogether.

In today's collection climate, developing a more effective way of distributing information is essential and goes hand-in-hand with a ways to measure consistent application.

- Up-to-date process manuals, both written and digital should be easy to find and easy to share. Think of it as a "how do I ..." job aid.
- On-site training can be cost effective and more consistent in delivery by reaching the entire group at one time.
- Even dry subjects can be engaging. Illustrate the value and purpose behind what is to be learned.
- Demonstrate the points to be learned in context with staff job duties.
- Ask 3-5 questions about key points after training, whether in class or through a follow up email.
- Incorporate follow-up instruction a part of the day-to-day work environment.

In-House Training is currently defined as any training that is held for a specific group of employees in order to educate, develop or improve skills, no matter where the training takes place. The CU Recovery mission is to be the #1 resource to credit union collection departments. The company shares its 25+ years of collection knowledge with credit unions nationwide through its Building the Foundation on-site training, customized for your needs.

The CU Recovery, Inc. & The Loan Service Center, Inc. collection teams are your solution for all subjects relating to minimizing loan loss and maximizing recoveries from non-performing loans. Their experts can work with any loan type from zero days delinquent to charge off. Designed to meet your needs, *CU Recovery* is a full service collection agency dedicated to maximizing recoveries on charged off loans. *The Loan Service Center* provides staffing solutions for credit union collection departments to minimize losses on their active delinquent loan portfolio. *The Collection Academy* offers a curriculum of collection processes with tools that will be effective in your collection department. For more information: www.curecovery.com