



CUR Collection Resource
Newsletter Exclusively for Credit Unions
August 2021



Fall is on the horizon as summer fun fades into a new school year, football, and hot drinks.

While credit union members return to routines, collection departments can sharpen their skills to increase productivity.

Enjoy the newsletter!

7 Effective Listening Techniques Improving Your Professional Performance



As skills go, listening just doesn't get the attention it deserves. Despite their demure

reputation, effective listening skills can be game changing.

Whether you are a senior leader, manager or individual contributor, it's worth investing time to develop these skills....

[Read](#) about the techniques in an article from Jody Michael Associates.

Collection Success Series **MASTER**

M = Managing the Workplace A = Adapt S = Strategize T = Take Charge of the Call

E = Energize R = Resolve



MASTER is the word for 2021 articles.

Take Charge of the Collection Call - Combine Power Words with Active Listening

Power words are emotional words packed with persuasion. Combine them with refined listening skills for more consistent collection results. [Read](#) the article.

Practice Active Listening



Listening is one of the most important skills you can have

How well you listen has a major impact on your job effectiveness, and on the quality of your relationships with others. This is where you make a conscious effort to hear not only the words but, more importantly, the complete message being communicated.

Class is in Session!



Back to School

Finally, for real this time, no fooling. Our kids are donning backpacks, lugging lunch boxes, and heading into classrooms five days a week.

Get prepared with this [article](#) from Parents Magazine.

August Collection Tip - Words that Motivate

Your words (especially verbs) have the power to persuade members into taking action through cause-and-effect reasoning. Help the debtor see why things have happened or will happen if their debt remains outstanding:

- *Jeopardize* - credit health, credit union standing, keeping asset
- *Explore* - repayment options, alternative payment schedule
- *Achieve* - Financial goals, peace -of-mind



Ideas for End of Summer Meals

Now that summer is (nearly) over you will find recipes that are perfect for the change in season. Make good use of all the last-of-summer's produce.

[Get inspired](#)

