

Collections Team Management

People, process and performance management

Develop your ability to think strategically and improve processes, reporting and people management with this programme.

What will you gain?

- An understanding about what makes a successful leader.
- Skills in KPI setting and ideas about how to motivate teams.
- Post-course assignment if you're interested in getting qualified.

Who is it for?

The training is designed for team leaders or those aspiring for management roles. The programme links to the CICM Level 4 Collections Team Management award and provides useful support for the Level 5 Team Leadership unit.

What will it cover?

- Creating a strategy for collections.
- Setting key performance indicators (KPIs).
- Cash forecasting and analysing the ledger.
- Identifying ownership and accountability.
- Effective communications.
- Reporting and measures.
- Tracking and reporting of KPIs.
- Creating action oriented reports.
- Measuring team/individual performance.
- The People Plan – motivating the team and managing performance.
- Hints and tips.

Assessment

Questionnaire six weeks after training so you can check progress with your action plan.

Opportunity to complete an assignment to gain a Level 3/5 award in Collections Team Management (6 credits) in January, June or October.

Duration 1 day

Code S335

Recommended next courses:

Essential Management Skills

Negotiating and Influencing

Training options



In-company training

**OPTIONAL assignment towards
CICM Certificate in Credit
Management**

“ An opportunity to take a step back and look at things objectively and form ideas for the future. ”

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The Recognised Standard

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