

## 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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