informatech

LEADERSHIP AND MANAGEMENT | LM-037

Professional Collection Manager (PCM)

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Course content

Why Attend

Why Attend Collection managers play a critical role in maintaining cash flow, managing collection teams, ensuring regulatory compliance, and driving operational performance. This course provides participants with the leadership, operational, compliance, and performance management skills required to successfully manage modern collection departments while achieving organizational objectives and maintaining professional standards.

Course Methodology The course combines interactive presentations, practical workshops, case studies, role-playing exercises, group discussions, performance management activities, compliance reviews, and real-world collection management scenarios.

Course Objectives By the end of this course, participants will be able to:

- Develop effective leadership skills for collection operations
- Build and manage high-performing collection teams
- Implement effective recruitment and performance management practices
- Strengthen compliance management within collection environments
- Improve collection floor operations and productivity
- Apply data-driven decision-making to improve collection outcomes
- Develop strategies to balance operational efficiency and regulatory compliance

Target Audience

- Collection managers and supervisors
- Credit and collections professionals
- Debt recovery managers
- Collection team leaders
- Accounts receivable managers
- Customer recovery specialists

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Target Audience

• Professionals responsible for collection operations and compliance

Target Competencies

• Collection management

• Leadership and team development

• Performance management

• Regulatory compliance

• Operational management

• Coaching and feedback

• Data-driven decision-making

• Strategic planning

Course outline

Day 1: Leadership Excellence for Collection Managers

• Understanding the principles of effective leadership within collection environments

• Managing challenging situations and difficult workplace behaviors professionally

• Clarifying managerial responsibilities and strengthening leadership influence

• Setting personal and operational goals to improve leadership effectiveness

• Applying structured decision-making techniques to operational challenges

• Developing leadership strategies that support high-performance collection teams

Day 2: Building and Leading High-Performing Collection Teams

• Developing trust, communication, and collaboration within collection teams

• Creating a shared vision, purpose, and team values

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Course outline

• Establishing team objectives that promote accountability and performance ownership

• Understanding team roles, responsibilities, and workflow processes

• Applying conflict management and problem-resolution techniques

• Establishing team standards and behavioral expectations

• Conducting productive meetings that drive action and measurable outcomes

Day 3: Recruitment, Performance Management, and Employee Development

• Identifying and selecting suitable candidates for collection roles

• Developing structured and legally compliant interview processes

• Leveraging recruitment channels and talent sourcing strategies effectively

• Establishing key result areas and performance indicators for collection staff

• Conducting meaningful performance evaluations and assessments

• Delivering coaching, feedback, and performance improvement support

• Building a culture of continuous learning and performance excellence

Day 4: Collection Compliance and Regulatory Management

• Understanding regulatory requirements affecting collection operations

• Reviewing industry standards, compliance expectations, and governance practices

• Establishing and maintaining effective compliance management systems

• Defining compliance responsibilities and accountability structures

• Applying compliance monitoring, reporting, and continuous improvement processes

• Identifying common compliance risks and implementing preventive measures

• Utilizing compliance tools, checklists, and operational controls effectively

Day 5: Collection Floor Operations and Performance Optimization

Course content

Course outline

- Managing collection inventories, account assignments, and workload distribution
- Operating an efficient and compliant collection environment
- Developing and monitoring collection performance indicators and operational metrics
- Implementing operational best practices to improve productivity and effectiveness
- Utilizing performance data and analytics to support decision-making
- Identifying opportunities for process improvement and operational excellence
- Practical case studies and application of collection management best practices

Seminar dates

Available seminar dates

Live dates and pricing for Professional Collection Manager (PCM) generated from the course details page.

Date	Location	Format	Fee
Dates on request	Venue on request	Classroom	**Contact us**

Live online option	Online delivery is available at €1,850.-.