


Webinar on

How to achieve a World Class Credit Department

Learning Objectives

- ☐ *What are the 7 points of being World Class*
- ☐ *How to start the process of getting your team to be World Class*
- ☐ *The importance of setting the expectation upfront*
- ☐ *Discuss team behavior that is needed to succeed*
- ☐ *The importance of training with other departments*





Discuss the need to have policies for every function in the Credit Dept.

Discuss items that your team can provide that take no talent

Discuss the book “The Fred Factor” and the impact it will have on your team

How important is your team's happiness and attitude

Ways to improve productivity

This webinar will give you a different perspective on how to view your department and have them desiring to be World Class.

PRESENTED BY:

Ron has over thirty years in credit management in the clothing, door and window manufacturing, wine, medical device industry and now direct mail. He holds a BS in Accounting and has received his certification in credit and finance from the Amos Tuck business school at Dartmouth University. Ron has been an instructor for NACM for 21 years teaching both the CAP and ACAP classes helping over 150 credit people prepare for their credit designations. Ron is currently the Director of Credit and payment solutions at Mspark Inc.

On-Demand Webinar

Duration : 60 Minutes

Price: \$200

Webinar Description

The With our society now always striving to measure everything and talking about having World Class customer service, why not have a World-class Credit Dept? We will start with all you need to set up your team to be World Class, how to monitor them to make sure they continue to meet that expectation and what to do if one of the team starts getting off that path. We will discuss how to set up metrics to measure your team's performance; how many phone calls are they making, are they saying the right things on the calls and are they building relationships on theses call. We will talk about how to set up an incentive plan for your team and make them part of what the company is trying to achieve.



What goals should you set for your team and how to make them attainable for your team. Learn how to determine cost savings for your department by doing analysis on such area's as: which is the lowest cost payment method your company, do you have Job descriptions for each position, do you follow the Red flag rules, is your company PCI compliant? The importance of spending several hours with each of your staff to observe exactly what they do and the benefits of doing this. Discuss all the processes your team performs and make sure you have SOP's for each one? Is your team cross-trained so that no one person can only handle certain functions? You cannot be successful if you have many people on your team with a silo mentality thinking that if they know something no one else does that they will be more valuable to the organization. Discuss how to empower your employees so that they can make credit decisions and not just rely on the manager to make them.

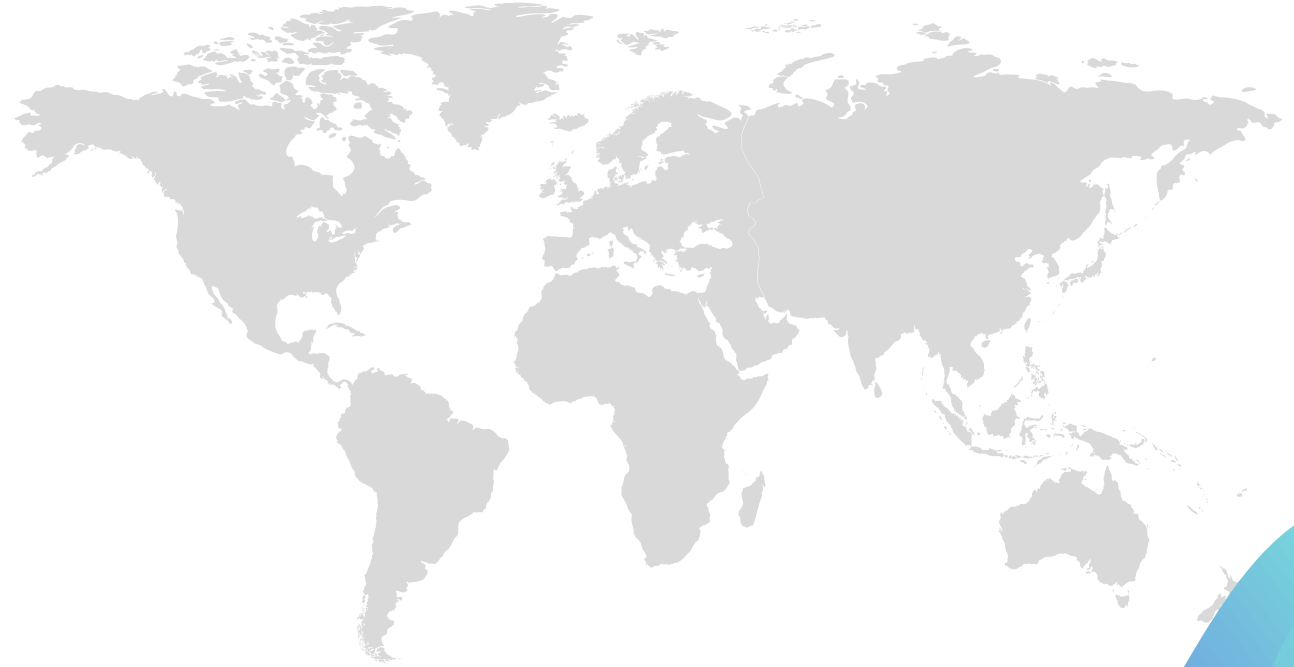


Who Should Attend ?

Directors of Credit

Credit managers

Controllers



Why Should You Attend ?

If you truly want to have a World Class Department do you really know what you need? After this webinar, you know what the 7 characteristics are of a World-Class department and how to achieve them. You will be guided step by step on what you need to tell your department and how to get them to get on board. We will discuss the expectations you have for your team, do you do performance reviews, do you coach your team up. We will touch upon the importance of being “Fred-Like” referring to Mark Sanborn’s book The Fred factor” and how that is contagious throughout the organization. We will cover the importance of mindset and how that can impact the overall attitude of the department. We will touch on the importance of building relationships with all of your customers, both internal and external. I will list the items that can help make your team more productive. You will learn the importance of having policies for every function in the Credit department and why it is important. This webinar will give you a different perspective on how to view your department and have them desiring to be World Class.

To register please visit:

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