

aractech

Global Learning for Operational Leaders



LEADERSHIP AND MANAGEMENT | LM-037

Professional Collection Manager (PCM)

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Course content

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

- 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

Target Audience

- Collection managers and supervisors
- Credit and collections professionals
- Debt recovery managers
- Collection team leaders

Course outline

Detailed course outline

Day-by-day outline for Professional Collection Manager (PCM).

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
- 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

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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

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

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Day 5 - Collection Floor Operations and Performance Optimization

- 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

Seminar dates

Available seminar dates

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

| Date | Location | Format | Fee |
|------|----------|--------|-----|
|------|----------|--------|-----|