

360 Degree Collection Department Training A Success Story from Community 1st Credit Union

“To succeed in life, you need two things: ignorance and confidence.” – Mark Twain

Success stories are often the result of tiny steps in the right direction. But the beginning of the process is really looking for the obstacles that challenge the departments effectiveness. Does the department need to reduce delinquency, simplify a process, augment training?

Taking staff training as an example; does the department need to re-energize long term employees, find material that would include learning techniques to grow skills, or just get a new hire off the ground with a solid foundation? Unrelated examples? Not really when you consider the extent of training options available from TriVerity.

In a recent conversation, Jason Barrios from Community 1st Credit Union explained the challenge. Eleven years ago, he was tasked with developing the credit unions collection department, he had no collection experience. Early on Jason was introduced to TriVerity. He said that “he built his collection foundation from attending a TriVerity one-day session and the Academy within a month.”

Jason feels that part of the credit union’s collection department success is due to what has been learned from TriVerity, “Credit union internal training can get you into the systems, TriVerity training can get your collector up and running.”

Community 1st Benefits from Using all Educational Tools:

- Broadening the collector’s horizon by developing an ongoing resource network connection at the TriVerity Collection Academy.
- Using the cumulative resource and best practice experience from TriVerity’s Training Success programs. A great way to energize staff and re-ignite drive!
- The 4-day department assessment included the TriVerity facilitator sitting with each collector, getting to know their style and what they do well. Pointers to improve their call outcome proved invaluable.
- The online training course provides a different learning technique, especially valuable to new collectors.

TriVerity’s Training Success is a solution that can help staff with their daily complex collection situations. Our goal is to be your solution for all delinquent management services while maintaining member communications that match your credit union values.

TriVerity, has worked with over 2700 financial institutions nationwide as a full-service collection agency, providing delinquency management services and collections training exclusively for financial institutions. The Loan Service Center provides first-party collection services to minimize loan loss by managing early-stage delinquency. The Collection Academy offers a curriculum of collection processes with tools that will be effective in your collection department. For more information: www.triverity.com