

**ONLINE (VIRTUAL) DEBT COLLECTIONS TRAINING
TESTIMONIALS:**

- **Grenville Co-operative Credit Union (GRCCU) (GRENADA)**
- **Barbados Social Security Board (BARBADOS)**

The “blueprint” and curriculum for over 100 customized industry debt collections and revenue management training courses is in the hands of Cohen and Klein Consulting, Inc.

The longer your delinquent accounts remain uncollected, the worse they will become, and the more difficult they will be to collect and achieve specific targets!

How can any business sustain itself with limited revenue caused by delinquent accounts?

Testimonials and proven results must be a factor to reduce your delinquent accounts!

Please visit our website: www.cohenandklein.com.

Grenville Co-operative Credit Union (GRCCU), Grenada

CK 6488 Mortgage Loans, Real Estate Leasing, Debt Collections & Revenue Management Procedures for New and Experienced Employees

The most valuable part of this training program -- CK 6488 Mortgage Loans, Real Estate Leasing, Debt Collections & Revenue Management Procedures was skip-tracing techniques and procedures to reduce skip accounts, as well as the proper documentation to use when filing mortgage collateral and securities documents. I would not change anything about this training program as it exceeded my expectations

The training instructor was excellent, and the knowledge that I gained will be applied to the policies and procedures on which I am currently working to achieve the goals of the organization!

Khadine Francis-Baki, Filing & Securities Officer, Grenville Co-operative Credit Union (GRCCU), Grenada

This CK 6488 Mortgage Loans, Real Estate Leasing, Debt Collections & Revenue Management Procedures training program was very informative and enlightening. For me, the topics covered in customer service, the various types of debt collections communication letters that are used, and in particular, recovery methods and procedures were key!

As a recoveries officer, the training procedures manual, and the training instructions received were useful, as well as relevant information that I can use as a blueprint guide. In general, the information will be effective in minimizing all categories of delinquent accounts.

The training I received was very detailed, and I loved the facilitator's teaching methods. He made it very hard not to remain attentive.

Jamie J. Julien, Recoveries Officer, Grenville Co-operative Credit Union (GRCCU), Grenada

This training program has given me a clearer understanding of the debt collections process and procedures. It will serve to help me build my confidence when I interact with delinquent clients. Now that I am aware of the finer techniques in the debt collections process and procedures, this will enable me to maximize the skills I learnt. For example using the tools, such as the 70/30 negotiation and communication techniques rules, in obtaining or making full or partial payments from my clients whenever necessary.

The strategic steps of the collections calls, in particular, the pre-call panning, was new to me. I plan to focus on familiarizing myself with each individual account, and practice the art of using better strategic listening skills to recognize both verbal and non-verbal communication cues to achieve specific targets.

This course covered a lot of topics which I did not expect! The training instructor was very engaging, so much so, that I would not mind attending future training with him because he is knowledgeable about debt collections and revenue management strategies to improve debt collections and delinquency challenges.

Alesha Roberts, Credit Officer, Grenville Co-operative Credit Union (GRCCU), Grenada

Barbados Social Security Board (BARBADOS)

CK 7040 Social Security Schemes (Boards) Debt Collections and Revenue Management Online (Virtual) Training Program

In my opinion, all aspects of this debt collections and revenue management training program have enabled me to see how important it is to collect outstanding debts that will help the bottom line in any business.

It is very important that every organization include outstanding customer service procedures policies to enhance or facilitate debt recovery. I learnt that customers would associate being treated respectfully with their interactions and will be more likely to come back and transact business with you again.

This program was comprehensive, practical, and innovative, and will improve my efficiency and increase my productivity. I also have a better understanding of my role, goals, and targets to improve my work performance.

I enjoyed being a participant in this training course and would attend other training programs conducted by this training instructor, who is very professional and knowledgeable about the topic of debt collections and revenue management!

**Heather King, Clerical Officer, National Insurance Department,
St. Michael, Barbados**

Every section of this training program was of utmost value to me as it provided a better understanding of concepts that are associated with my role and the responsibilities of my job. It surely will help me to better liaise and communicate with others both internally and externally.

Debt collections calls are critical to my role and will help me to be more equipped and effective whenever necessary.

The training instructor was excellent, and his teaching skills used were impeccable in guiding us through the course.

**Shonell Lloyd, Legal Assistant, National Insurance Department,
St. Michael, Barbados**

As I am fairly new to my job and not exposed or knowledgeable about debt collections and revenue management, I found that my attendance in this training program has been an enlightening experience! As a result, each aspect of this training program has been invaluable and it has opened my eyes to areas that I have not yet been exposed.

I am really happy that I was given an opportunity to be a part of this amazing training program.

**Mareisha Jacobs, Legal Assistant, National Insurance Department,
St. Michael, Barbados**

Cohen & Klein Consulting has systematically structured and revolutionized over 100 debt collections and revenue management training courses to reduce delinquent accounts and increase cash flow.