



PRESENTS

RETAIL BANK: COLLECTOR TRAINING



Background	<p>Retail Lending is a volume driven business. Collection is an integral part of the credit cycle management. A well-established collection procedure can reduce the eventual loan write-offs. It is important to have an effective process, system support and people management.</p> <p>It is essential to have a strong and effective Collection Team. Regular training to Collectors help maximize the productivity.</p>
Level (Low/Mid/Senior/High)	Low
Duration	1 Day
Target Group	Front line Tele collectors - Tele callers new and in the job.
Program Takeaways	<p>The program is designed for Tele callers both new and in the role. At the end of this training the participant will understand</p> <ul style="list-style-type: none">• why Collection is important,• their role as a Collector• Understand techniques required to conduct an effective collection call

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Course Outline

Methods	Lecture, Discussion/interaction / exercise and role plays,
Date, Time & Venue	1st September 2018 (9:30am to 5:00pm), NBI Hall, Kathmandu
Facilitator	<p>Ms. Kishoree Manandhar</p> <p>Over 25 years of experience in the leading International Bank – SCB Nepal. Having a wide range of experience in Retail Banking – Retail Lending Products, Retail Credit Risk Management, Collection, Fraud Risk Management, Operation Risk, Credit Card Business etc. Worked for 14 years as Country Credit Head, Retail Bank SCB Nepal - in the Governance role, managing the overall Retail Risk Portfolio of SCB Nepal.</p> <p>Have attended various International and SCB Group training programs and Certification on Leadership, Managerial skill development, Soft Skill Development, CSA, Credit Risk Management, Operation Risk</p>
Program Itinerary	
Time	Content
9:30 am to 9:45 am	Introduction
9:45 am to 11:00 am	Introduction to Collection
11:00 am to 11:15 am	Tea Break
11:15 am to 12:45 pm	Job of a Collector
12:45 pm to 1:30 pm	Lunch Break
1:30 pm to 3:00 pm	Techniques required to conduct an effective call
3:00 pm to 3:15 pm	Tea Break
3:15 pm to 4:45 pm	Role plays and Group exercise
4:45 pm to 5:00 pm	Certificate Distribution & Group Photo