



WTC PERFORMANCE GROUP

www.WTCPerformanceGroup.com

Reducing the Gap Between Performance and Expectation Since 1991

Industry: Financial
Sector: Vehicle Financing

Situation:

- Escalating vehicle repossessions & high cost of collections
- Customer service delivery problems

Client Request:

- Design & facilitate a training program to decrease repossessions and increase level of customer service delivered

WTC Performance Group Approach:

- Analyzed client's current debt collections approach
- Designed & facilitated multiple 40-hour workshops which stressed using a call pattern template that focused on communication, customer service & striving to negotiate to a win-win outcome
- Designed & put into place processes to reinforce classroom training
- Designed & facilitated coaching course for all supervisors and managers

Client Outcomes:

- Reduced collections related costs by over \$200 million dollars
- Company culture modified to focus on customer service and attempting to create win-win outcomes