

Collections Department ProPractice Results to Date

1. The ProPractice client was the Collections Department of a large international bank which included ~530 Collections Advisers and their leaders/managers/coaches.
2. They created 39 customized ProPractice Modules, which were developed by the Learning & Development Team within their Collections area.
 - a. This translated into 30 hours of self-service, simulation-based ProPractice training.
 - b. These Modules were created to capitalize on opportunities and to overcome Challenges that the bank was currently facing in Collections.
3. All of the following results were exclusively based upon the ProPractice process.
 - a. NPS score of +45 (Applied customer NPS rating system for advisers/managers who used ProPractice).
 - b. 20 hours of incremental capacity was created for facilitators/people leaders/coaches per training group. Generally, the Collections Department would train eight training groups per year. This translated into approximately an increased capacity of 160 hours a year.
 - c. There was an accelerated “speed-to-competency” of four weeks.
 - i. Advisers became proficient in eight weeks because of ProPractice vs. twelve weeks without ProPractice.
 - ii. Training Groups with ProPractice resulted in double the amount of ‘A’ rated calls vs. Training Groups without ProPractice.
 - iii. Training Groups with ProPractice resulted in an 8% Process Quality uplift by the end of their training journey vs. Training Groups without ProPractice.
 - d. Training Group Attrition Rate % (advisers leaving the bank within the first 3 months) improved from 10% to 5%.
 - e. A digital learning culture was embedded, where employees now learn what they really need to know and implement instantly.
 - f. Because of these results, the bank’s affiliate in another country has also signed on.
4. The Collections Department stated that all the above results were “a terrific outcome to say the least!”
5. Here’s what the Collections Department Advisers are saying...
 - a. “It shows you how you sound versus how you think you sound. Very insightful for your personal development.”
 - b. “...Loved the option to practice responses so that I’m not lost for words when it happens!”