

Foreword

The collection business is a little like the Wild West. We've got good sheriffs, deputies, *federales*, banditos, and plenty of gunslingers. But we're all after the same thing—that astronomical bankroll, guarded by federal marshals, that's just about to pass through town on a steam locomotive. We're going to do whatever it takes to grab those greenbacks—or die trying.

If you're one of the sheriffs—a creditor or a collection agency owner, either a veteran or new to the business—then you know how hard it is to find a deputy who'll have your back—who won't switch sides, or get out of Dodge when the going gets rough, or need to have his badge taken away for getting drunk in the saloon. For you, this book is an exposé: a manifesto that tells you exactly what your deputy should be and should do every day he or she is on your payroll. It tells you how your collection floor should run—should *really* run, from policy and procedure to actual negotiations to training and motivation, to give you the best chance at grabbing that bankroll. Not just the principles and grand ideas you already know, but the actual methodologies, techniques, skills and *mindset* that makes a collection manager—one of your most highly compensated employees—the best deputy you could ask for.

And if you're a collection manager—or aspiring to be one—then you and the author of this book have had a similar experience. You've ridden into town and found everything in a state of chaos. You've been charged with the daunting duty of turning the sheriff's vision of a prosperous and law-abiding settlement into a reality—with nothing else but your wits, your sense of fair play, and your six-shooter. For you, this is a sourcebook and guidebook, a map that *really* gives you the lay of the land. It tells you where the banditos are hiding, who the gunslingers are, and how to stay on the right side of the *federales*. To be more precise, it tells you how to manage your collectors—from hiring to discipline to termination and everything in between. It tells you what to look out for in the laws—not just the FDCPA, but *all* the laws—to avoid painful regulatory complaints and lawsuits. It arms you with references—contests, key concepts, and summaries of state laws and legal doctrines. It fortifies you with techniques for discipline, communication, and for navigating change. It hands you the twin “firing-irons” of reporting and metrics, revealing key performance indicators and formulas that can tell you everything you need to know about what your staff is doing—or not doing—out there in the showdown that is the collection floor. In short, this is the book that has long been missing from the world of receivables management. This is the book that actually teaches you how to do your job—and do it well.

But whether you're a creditor, an agency owner, a collection manager, or an up-and-coming collector—one of those gunslingers mentioned above—you'll find everything you need in *The Complete Collection Manager*. Now you've got the information at your fingertips. Now you can get that bankroll, and if you do it right, the banditos and the *federales* can't stop you. Now it's up to *you*.