

Searching for Improvement?



C - Communication

Communication through customer interaction drives results.

- Clerks working in compliance service find it difficult to engage in payment conversations with customers. It takes preparation, practice, and the right frame of mind to encourage payment plan participation. Communication training brings the “talk tools” necessary to succeed in payment plan counseling.

P – Process

Process improvements must align best practices for performance efficiency

- Process improvement doesn’t wait for outcomes, but instead encourages more timely results. Compliance CPR Training focuses on improved payment plan enrollment, better notifications, and strategies that reduce customer defaults.

R – Reporting

Clerks must continually analyze reporting trends to measure workload, customer service, and revenue opportunities.

- Clerks collect case data that helps manage case progress, workload volume, and payment details. Using a solid set of compliance reports with an understanding of how to use them, clerks can analyze sooner, retool as needed, and plan better.



Compliance CPR Training

Schedule

Module 1 – Communications 9:00 AM – 2:30 PM

- Tuesday, March 26 Jackson County
- Thursday, March 28 Leon County
- Tuesday, April 2 Nassau County
- Tuesday, April 23 Seminole County
- Thursday, April 25 Palm Beach County
- Tuesday, April 30 Charlotte County



Module 2 – Process Improvement 9:30 AM – 11:30 AM, Virtual

- Tuesday, May 14 Part A
- Thursday, June 13 Part B

Module 3 – Reporting Analytics 9:30 AM – 11:30 AM, Virtual

- Tuesday, May 21 Part A
- Thursday, June 27 Part B

Module 4 – CPR Summary & Certificate Ceremony 10:00 AM – 12:30 PM, Hybrid

- Thursday, July 18 Seminole County & Virtual

There are six regional sites to choose from for Module 1 – Communication. The commitment is for one in-person day to maximize time and minimize travel for participants.

Participants will take both sections of Modules 2 and 3 virtually. Module 4 will be hybrid with on-site and virtual available.

Participants will be awarded certificates for attending all six sessions.