



CASE STUDY

Eliminate capability gaps with bespoke solutions

THE CHALLENGE

The recovery of aged debt had become a significant problem for one of our clients, a high-profile off-shore law firm.

They had been experiencing difficulty in collecting debt as this task was currently being done by a team of support staff with little knowledge or experience in this area.

The firm quickly identified that if this continued they would soon be suffering serious consequences. The team charged with debt recovery needed to acquire the right knowledge and skills to effectively deal with debtors without causing upset to clients.

OUR SOLUTION

Addressing the issue, the client approached Kaplan Altior for training suggestions to resolve this problem. A fundamental element of this challenge was to create a training solution that encompassed such a broad range of audience, each with a different skill-set and capability.

Collaborating closely with key stakeholders Kaplan Altior was able to identify the main cause and extent of the problem, and suggest a range of potential training options to the firm.

The investigation work resulted in our design team developing a multiple-day, specialist debt recovery skills programme which was rolled out to all secretaries and other support staff responsible for managing debt at the firm.

END RESULT

A primary output from the work was the identification and bridging of capability gaps. With this knowledge Kaplan Altior was able to construct a skills-development programme that was successfully rolled out across the business to all staff who required the training.

The client was extremely positive in their feedback and the programme was well received and repeated with a different cohort at a later date.

The strength of its success was highlighted by the fact that support staff felt much better equipped to initiate and have difficult conversations with clients about overdue balances and debt.

Contact us for more information
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