

An aerial, top-down view of a large, diverse crowd of people. The individuals are scattered across the left side of the frame, appearing as small, colorful figures against a dark blue background. The crowd is dense and varied in color, representing a multicultural group.

Collection House International BPO, Inc.

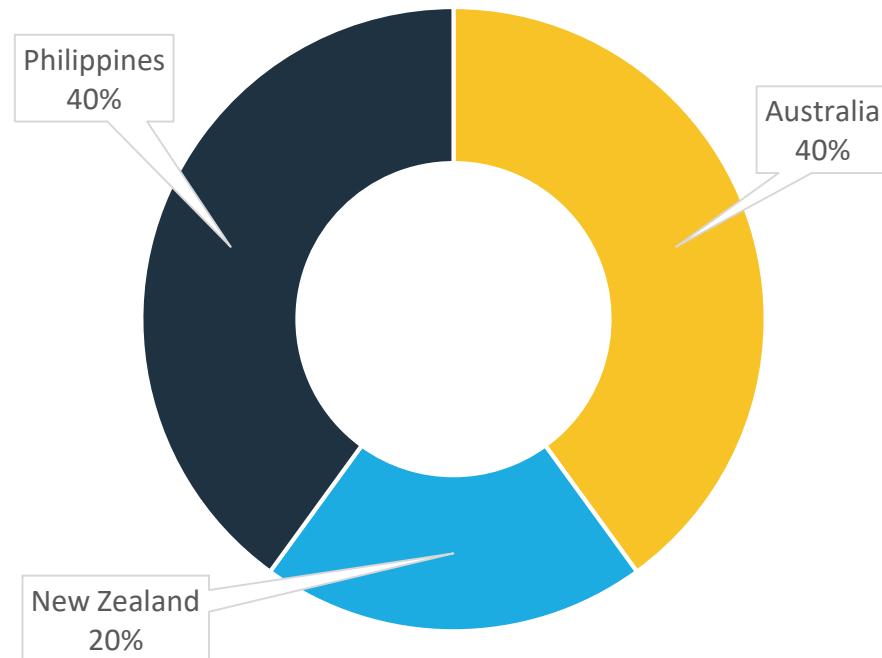




**Reimagine how outsourcing is done.
Better.**

Training Curriculum & Training Development

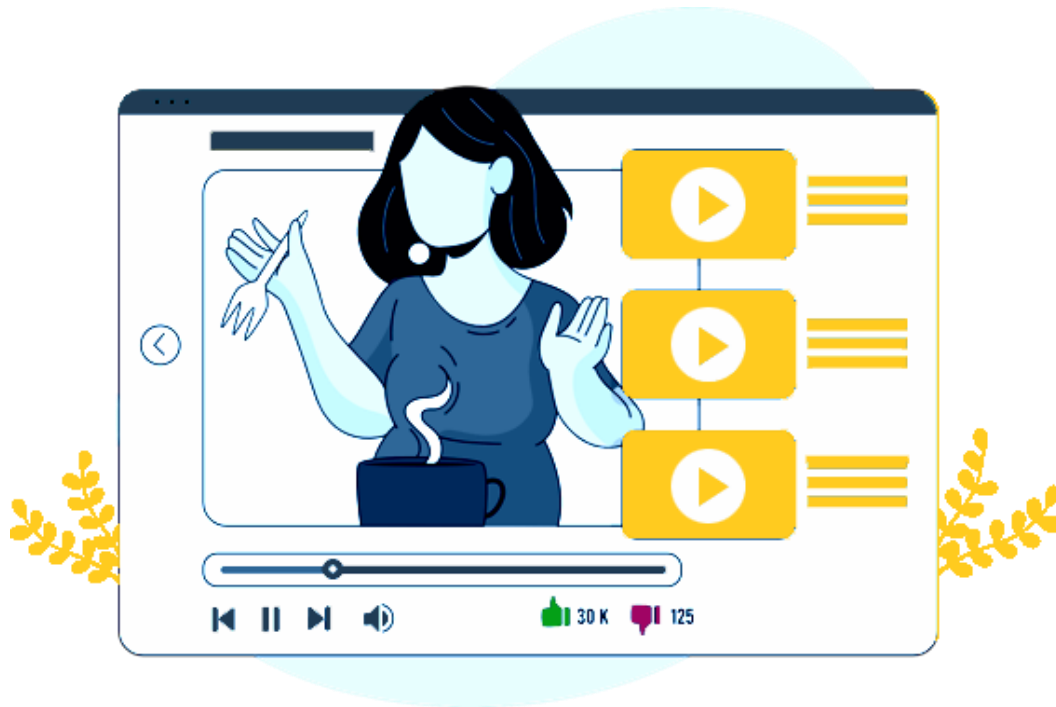
FY 20-21 Clients



- Our training team offers instructional blocks to improve employee knowledge and skills development. We ensure that every module is aligned with each other and structured based on your company's learning needs.
- We offer face-to-face and virtual training that include, but not limited to the following:
 - Company orientation
 - Skills training
 - Compliance training
 - Product training

eLearning Materials Creation

We need to bring learning to people instead of people to learning.



- In this digital age, companies are slowly transitioning to digital learning resources.
- Our training creates eLearning modules that are based on Design Principles to ensure effectiveness of every module.

eLearning Materials Creation



- We help improve your communication through effective visuals.
- May it be an internal communication, social media post, or an advertisement, we got you covered.

Training

Week 1: Foundation Training

- ✓ Corporate Induction
- ✓ Company culture and values
- ✓ Communication Skills Training (Speech and Grammar, Accent and Language, Filipinoisms, Positive Scripting, Preventive Bridging, Avoiding Early Call Termination, Active Listening, Empathy, Common Call Scenarios)
- ✓ Cultures Training
- ✓ Debt Collections Guidelines Training
- ✓ Tools and System Navigation
- ✓ Customizable Collective Learning Hub courses available based on skills needed

Week 2: Product Specific Training

- ✓ Product specific based on your need and with our trainers working in conjunction with your team to get the best result



Week 3: Academy Bay (A-Bay)

- ✓ Transitioning of Trainees to the Production Floor
- ✓ Blended Training and Live calls for Five (5) Days with the Trainer's Leadership.
- ✓ Coaching for Opportunities Identified from Evaluated A-Bay Calls



We're here to help. Get in touch with us today.



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