

## What if your debtor lived on the moon?

*In order to out-perform the competition you must create superior ideas. In order to accomplish this you must think "out of the box"?*

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### How do I think "out of the box"

First, we must define the meaning of thinking "out of the box". Most organizations use traditional methods to solve traditional problems. **Thinking out of the box** is the term used for people who use untraditional methods to solve traditional problems. The term is used to describe any method that is not previously been used to solve the problem currently at hand.


Most **thinking out of the box** is actually intentional brainstorming to solve a problem. Usually, a percentage of the unconventional solutions are the vision of someone involved in the process.

### Can my group be trained to think "outside of the box"?

Not all people are visionary or able to see solutions to everyday problems. Most employees are far too engrossed in the daily affairs of their position to spend any time trying to make it easier to accomplish. They do their job and exactly as they were taught, without questioning whether it is the best way to perform the task. Yet some employees always see a better way to accomplish every task. These employees are generally able to over-produce their coworkers by improving the processes within their own job parameters.

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We want to meet with you at the upcoming DBA if you have not yet set a time yet call Phil ASAP at (877) 819-1962 x 2 .



We'll see you at Debt Buyers in Vegas in February!

People can be trained to think in a diverse manner but it will always be easier for those fortunate employees who have *the vision* to do so. As a manager, it is imperative to deploy the right people (the visionary employee) in the right situation. Using visionaries to help create new ways to solve old problems is a win/win situation for the employee, the business, and you. By using creative thinking, you can strengthen the skills of your visionary employees and help develop this skill in those that have not yet been exposed to the visionary method.

One of the most common tools used in brainstorming in the Six Sigma methodology is the use of "what if?" in this exercise after defining the problem you asked "**what if the problem existed, on the moon, underwater, below freezing temperatures, within a culture of cavemen?**" or any other off the wall suggestion. This exercise may bring many answers that will not be helpful to solve your current problem but employees will begin to think about the problem in a different manner. This is essential to **thinking out of the box**.

### Creating a culture of visionaries

So how can you create a culture of visionaries? It will probably be difficult to create a complete culture of people who are forward thinking but with the deployment of the proper personnel to the projects, you'll be able to come up with ideas that are "out of the box". As this culture is formed it will slowly grow, the non-visionaries will see what the visionaries have been seeing for sometime, and they will learn to think in unusual patterns. This is when all problems within the culture will be approached with an "**out of the box**" solution.

### Is your group in the driver's seat or in the back seat?

There will always be room for traditional solutions to traditional problems but visionaries who see solutions no one has thought of will be the ones who succeed at business. The debt collection industry is full of people who have been doing the same job the same way for decades. Technology is the only major transformation in the debt collection process in decades. In recent years though, many entrepreneurs are coming into the collection industry with new ideas and new ways to skin the same old cat. New Methods are emerging and the cat

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# Lighthouse Beacon Alert

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is becoming a lion. Will your team be ready to face the future of the collections industry?

If you are interested in creating a culture of "out of the box" thinkers call Lighthouse Consulting and a Six Sigma Agent can help you out-perform the competition.

**For more info contact us at  
[info@lighthouseconsultinginc.com](mailto:info@lighthouseconsultinginc.com) or call  
Phillip W. Duff at 877-819-1962 x2**

## ***Sales Rep Wanted***

Lighthouse Consulting is looking to hire an independent sales rep to assist in the sales of current and future customers of Lighthouse Consulting and Portfolio Finder. The candidate will have the following qualities:

- Self starter
- 3+ years experience in the debt collection industry
- Strong set of current contacts is a plus
  - A good reputation is a must
  - Ability to maintain the reputation of Lighthouse Consulting is required
    - Strong computer skills
- Ability to work independently and complete tasks

The rep would be responsible for his/her own expenses and would earn a commission from all sales. Training and sales assistance will be provided as well as list of current clients and leads. Some tasks may be taken on as a per project payment and may include consulting services to existing clients. The employee would be selling varied services for which Lighthouse Consulting acts as an independent rep for. All sales calls will be to sell multiple services to each client, many services are re-occurring and so are the commissions. Send a resume to [info@lighthouseconsultinginc.com](mailto:info@lighthouseconsultinginc.com) if you are interested.



## **Portfolio Spotlight**

- Forward Flow of Wells Fargo business cards with PG's; very late 2006 charge-off dates.
- OH, IN and KY file of Huntington National Bank auto loans that were prime at origination and are 1 agency.
- Sub prime auto that is 0 agency and OOS. This file has docs included and will move fast at between 22-32 BPS.
- Household GM cards 1 agency; 24 months from the C/O date great for litigation. Selling by State.
- Chase file that is 1 agency and is \$3M in face.
- Metris cards that are 1 agency with no prior litigation available by State for around 6%. This can be a monthly flow or one time buy; many States available.
- Small Balance portfolio of mixed cards all <\$2000.00
- Auto OOS that varies from two agency to quads, most include paper docs. There are several different issuers from several purchases.

*If you are interested in one of these portfolios please call Phillip W. Duff at 877.819.1962 or at [phil@lighthouseconsultinginc.com](mailto:phil@lighthouseconsultinginc.com)*



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