

Invest in your staff and future today!

How to deploy new ideas and skills into your staff

*By Phillip W. Duff, President and Founder,
Lighthouse Consulting & Asset Management, Inc.*

New blood

It is important to bring new ideas into your organization often in order to promote growth of the business and its employees. Many managers do not spend the time and money to train and develop their staff to a level that will propel the business.

Many of my clients bring on a new employee with different skill sets and experiences in order to bring new ideas to the business strategy. This is a common way to get new ideas, the newly hired gun will learn new ideas and share his or her experiences and then move on but it can be expensive and risky. The hired gun often takes an employee or two with them when they exit and they are expensive to acquire. Understanding the risk many people are currently using this technique to grow the depth of the organization just read the industry news lately.

New visions

The value added by the new blood is the new ideas and methodologies they can impart to the organization. The enhanced visions of the new blood can provide new solutions to your age old problems and point out new solutions to problems you have not yet recognized. Recently one of my clients, a law firm on Florida stated what all business owners wonder "I don't know what I don't know." This is defined as wondering what your competition knows that you do not.

We must all find a way to better improve our companies visions. The answer is not a new employee in all cases.

Other options?

If you are not a large organization with deep pockets this strategy will be difficult for you to deploy. The other options that avail you are to train and develop your staff internally or to infuse new blood by the use of a consultant. Businesses use consultants to find out what they do not know and the competition does with less investment. It is more cost effective that the new blood approach and allows for development of the staff with less chance of them moving on.

Development training

Development training is what can lay the bricks for the new ideas to rest on when they arrive. Development training is everything from an excel class for the collection manager, hiring skills, communication, HIPPA or FDCPA to negotiating skills, data base training or process flow training for the key employees.

The skill level of your staff will be easier to enhance as their basic skill increase. The use of several training programs will provide the strongest base for your staffs basic skills.

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.

The visionaries whether consultants or industry veterans can bring the changes you will need to remain productive, profitable and competitive. If you need a consultant or help finding an industry veteran to help with your new ideas call Lighthouse Consulting. If you need to develop a training program for your staff we can also facilitate the program.

Call Phillip W. Duff at 877-819-1962 Ext. 2 for more info on these and more programs

**Need to collect your
FLORIDA debt?
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Lighthouse Beacon Alert



***If you need a payment solution,
letter vendor, collection software,
dialer, skip vendor, operational
consultant, broker or other
solution call us first!
Lighthouse Consulting
Phillip W. Duff
877-819-1962***

***Do you need to convert your
FLORIDA accounts into a
revenue stream?
Andreu & Palma, LLC can
convert the files to judg-
ments and then collect on
those judgments.***

Lighthouse Consulting is working with Andreu & Palma, LLC to provide exceptional liquidation rates in Florida. If you need a law firm that will push to get that post judgment collection we are here to provide you amazing liquidity to your litigation portfolio. In addition to having a superb pre litigation program we can always exceed at the late stage litigation collection.

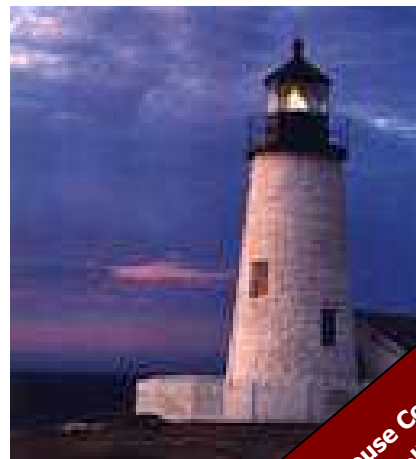


**Call me for more info; Phillip W. Duff
877-819-1962 ext 2**

Portfolio Spotlight

- Moving sale— Metris that is 24 months from C/O date by State for 4.2% many States left hurry.
- Inventory sale that consists of paying, OOS and In Stat debt. This file is \$19MM in face for about \$500K
- West coast loans coming soon
- 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. This can be a monthly flow or one time buy; many States available.
- Small FL file of leftovers from a litigation purchase, priced to sell. .

If you are interested in one of these portfolios please call Phillip W. Duff at 877.819.1962 or at phil@lighthouseconsultinginc.com



**Lighthouse Consulting can help
you sell your portfolio!**