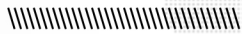




*Right Away*  
CONSULTING & COACHING

Make the decision, *then*  
**MAKE THE DECISION RIGHT.**



[www.therightaway.com](http://www.therightaway.com)



# Consulting

The RightAway LLC provides consulting services to the credit and collection industry with a focus on debt collection agencies, creditors, debt purchasers, and vendors. Our consulting services are focused on two avenues; staying ahead of the curve and turning difficult circumstances into positive experiences. The RightAway LLC separates our consulting services into seven zones of emphasis which consist of Compliance, Collections, Employee Development, Business Development, Client Experience, Information Technology, and Public Relations. We pride ourselves on getting organizations to obtain maximum output with minimum input that increases efficiency, effectiveness, and profitability.

When it comes to who you can trust and who you should listen to with consulting services, The RightAway LLC team lets the resume and reputation speak for itself. We benefit from having “been there and done that”. We look forward to engaging, inspiring, and empowering you and your organization with the unique and comprehensive insight and experience we have garnered over the last two decades.

# Coaching

The RightAway LLC program focuses on getting individuals from where they are to where they need to be. Our thought-provoking and creative process inspires individuals to maximize their personal and professional potential. We interact with a person creatively in a way that energizes them to achieve extraordinary results with their desired objective in mind. We identify the important goals and priorities unique to each individual and strategize about how to reach them while learning to overcome obstacles that rise up along the journey.

The RightAway LLC program consists of five lanes; Mindset, Purpose, Caring, Communication, and Courage. These lanes are all inclusive with one another and through extensive research we have determined the most successful leaders have found a way to ensure each of these lanes is represented in their leadership anatomy. We firmly believe that each element carries its own weight when it comes to being a successful leader and collectively they create the ultimate recipe for sustained success.

If you are searching for a dynamic, unique, systematic, and effective leadership coaching methodology that develops leaders with character and competence, then The RightAway LLC program is the one for you and your team.







## Data Security

- We are positioned to guide you through everything you need to know about what each data security certifications is and pinpoint exactly what you need.
- Our services are available to ensure you are not just getting fair treatment, but the right treatment in what can be a very complex aspect of our industry.

## Disaster Recovery and Business Continuity

- We will help you develop an affordable disaster recovery plan (DRP) and business continuity plan (BCP) that will keep your business running no matter what happens.
- We will customize and tailor a DRP and BCP that will ensure your business continues to run regardless of minor or major complications. Having a DRP and BCP is critical to sustaining and seeking out new clients.

## Client Experience

- How a client feels from the on-boarding meeting to first placement and subsequent interactions will determine the strength of the relationship and ultimately how successful the partnership will be.

- We will conduct an exhaustive review and analysis to provide feedback and actionable solutions regarding your organizations current client experience and develop a plan to put in place a best in class client experience that will sustain existing clients and play a large role in obtaining new ones.

- The Client Experience will focus on Communication, Results, Accuracy, Importance, Personal Touch, and Brand Protection.



## Employee Development

- It starts and ends with our most important asset, our employees. If we take care of our employees, then they will take care of our clients.

- The debt collection industry operates under strict liability statutes which means it requires perfection from everyone all of the time, therefore anything short of perfection exposes your organization to risk.

- We will create and/or enhance your current employee development program which includes orientation, continual training, employee handbook, training manual, and talent evaluations for each department.







# NICK JARMAN

## RIGHTAWAY LLC OWNER

Nick Jarman has over seventeen years of experience encompassing all facets of credit and collection operations including performance, compliance, business development, training, IT, analytics, and client experience.

He served the last three years on the Board of Directors for ACA International and is the past President of the Missouri Collectors Association. He is adamant about leading by example and ensuring that every process is done the “right way.”



- ✓ International Fellowship of Certified Collection Executives
- ✓ Unit Leader of the Year
- ✓ Certified Instructor
- ✓ Credit & Collection Compliance Officer
- ✓ Fellow and Scholar
- ✓ Board of Directors (2013 – 2016)



- ✓ 25 Most Influential Collection Professionals
- ✓ Who’s Who in Collections
- ✓ Top Compliance Gurus

[www.therightaway.com](http://www.therightaway.com)

@RightAwayCC

### CONTACT US

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