



National Association of Certified Credit Counselors

Senior Credit Counselor

- I. Introduction
 - a. Goals
 - i. Application of knowledge, skills, and abilities
 - ii. Inclusion of budget and housing counseling
 - iii. Counselor self-knowledge through self-assessments
 - b. Content and Format
 - i. Knowledge of money management/finances
 - ii. Implementation of financial tasks
 - iii. Applied counseling techniques
 - iv. Exercises and assessments throughout
 - c. Approach to Counseling
 - i. Solution-focused
 - ii. Client-centered
 - d. Seminar, Testing, and Designation
 - i. Full-day interactive seminar
 - ii. 50 item application-based exam
 - iii. Certified Senior Credit Counselor
 - e. Vision of Professional Development
- II. Section I: Understanding Differences
 - a. Section Overview
 - i. Categorizing others is a natural process
 - ii. Myers-Briggs Theory of Personality Preferences
 - 1. Highly respected and proven system
 - 2. Values individual differences
 - b. The Four Components of Personality
 - i. Where you focus your energy
 - 1. Extraversion
 - 2. Introversion
 - ii. What you prefer to pay attention to
 - 1. Sensing
 - 2. Intuition
 - iii. How you prefer to make decisions
 - 1. Thinking
 - 2. Feeling
 - iv. How you prefer to organize your world
 - 1. Judging
 - 2. Perceiving
 - c. Recognizing Personality Preferences in Others
 - i. Extraversion vs. Introversion
 - ii. Sensing vs. Intuitive



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- iii. Thinking vs. Feeling
- iv. Judging vs. Perceiving
- d. The Four Temperaments: Shorthand for People Watchers
 - i. Making decisions
 - ii. Solving problems
 - iii. Strengthening your weaknesses
 - iv. Setting goals
 - v. Time management
 - vi. Preferences at work: a balancing act
 - vii. New insights
- III. Section 2: Process Goals in Action
 - a. Section Overview
 - i. The five stages of counseling
 - ii. Glossary of terms
 - b. Rapport Building Skills
 - i. Exercise 1: Conveying empathy, genuineness, and positive regard
 - ii. Exercise 2: Client/Counselor dialogue to avoid
 - iii. Exercise 3: Human needs of clients
 - c. Listening Skills
 - i. Listening Skills Self-Assessment
 - ii. Exercise 4: Best and Worst Interactions
 - iii. Exercise 5: Skills Checklist
- IV. Section 3: Budget Counseling
 - a. Section Overview
 - i. The Problem-Management/Opportunities Development Model
 - 1. Where the client is
 - 2. Where the client wants to go
 - 3. How to get there
 - ii. Benefits of creating a spending plan
 - 1. Helps to identify overspending
 - 2. Promotes honesty and accountability
 - 3. Increases motivation
 - 4. Helps to monitor success
 - iii. Glossary of terms
 - b. Tracking Spending
 - i. Categories of spending
 - ii. Recording daily expenses
 - c. Budget Analysis
 - i. Exercise 1: Analyzing the budget using percentages
 - 1. Step one: Case scenario
 - 2. Step two: Monthly budget worksheet
 - 3. Step three: Calculating percentages



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4. Step four: Questions
- ii. Exercise 2: Conflicts over money
 1. Step one: Case scenario
 2. Step two: Monthly budget worksheet
 3. Step three: Questions
- iii. Exercise 3: Brainstorming ways to cut costs
 1. Housing costs
 2. Food costs
 3. Transportation costs
 4. Clothing costs
 5. Recreation and entertainment costs
- d. Spending and Values
 - i. The Conscious Spender Model
 - ii. Exercise 4: Creating your own spending pyramid
 1. Step one: Monthly budget worksheet
 2. Step two: Calculating spending percentages
 3. Step three: Completing the spending pyramid
 - iii. Exercise 5: Identifying your priorities
 1. Step one: Top five things you value most
 2. Step two: Ways spending reflects values
 3. Step three: Assessing your spending
- e. Spending Personality Assessment
 - i. Seven types of spending
 - ii. Specific behaviors indicate each one
 - iii. Exercise 6: Three ways to overcome each type of spending
- f. Mind Over Money
 - i. Current level of financial stress
 - ii. Popular advice
 1. Wealth wizards
 2. New frugalists
 3. Spiritual advisors
 - iii. Money as a taboo topic
 - iv. Impact of money on all aspects of life
 1. Health
 2. Relationships
 3. Work
 - v. Why we don't talk about money
 1. Lack of financial education
 2. Reveals who we are
 - vi. Sources of financial problems
 1. Complexities of modern life
 2. Pressures of a consumer culture



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- 3. The psychology of debt
 - vii. Exercise 7: Money Talk
 - viii. Exercise 8: The 3 A's of Money Relationships
 - ix. Exercise 9: Spending and Fulfillment
 - x. Exercise 10: Money and Identity
- V. Section 4: Credit Card Counseling
 - a. Section overview
 - i. Credit is good
 - ii. An important component to financial health
 - iii. Potential harm of credit
 - iv. Need for increased credit know-how
 - v. Glossary of terms
 - b. How Credit Works
 - i. The world of borrowing and lending
 - ii. The far-reaching effects of credit
 - 1. The credit/car connection
 - 2. The credit/mortgage connection
 - c. Qualifying for Credit – ASAP
 - i. Components of creditworthiness
 - 1. Ability
 - 2. Stability
 - 3. Assets
 - 4. Performance
 - ii. Exercise 1: Calculating your debt to income ratio
 - iii. Exercise 2: Creditworthiness Questionnaire
 - d. Choosing Credit Wisely
 - i. The Truth in Lending Act
 - ii. Exercise 3: Evaluating Credit Offers
 - iii. The Equal Credit Opportunity Act
 - iv. Your payment profile
 - v. The true cost of credit
 - e. Using Credit Wisely
 - i. Credit is not an extension of income
 - ii. The real power of credit
 - iii. Reading your billing statement
 - iv. Resolving billing errors
 - v. How to cancel a credit card
 - vi. Identity theft
 - f. Getting a Credit Report
 - i. Steps in the process
 - ii. Sample letter #1
 - iii. Sample letter #2



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- g. Reading Your Credit Report
 - i. Accounts regularly reported
 - ii. Accounts not normally reported
 - iii. Four categories of information
 - iv. Three different formats
 - v. Inquiries
 - vi. Examples of credit reports
 - 1. Equifax
 - 2. TransUnion
 - 3. Experian
 - h. Fixing Errors on a Credit Report
 - i. Common credit reporting errors
 - ii. Standard procedure under the Fair Credit Reporting Act
 - iii. Sample letter
 - iv. What the credit reporting bureaus must do
 - v. Rights under the FCRA
- VI. Section 5: Housing Counseling
- a. Section Overview
 - i. Home ownership as a cornerstone of the American dream
 - ii. The cost of housing
 - iii. Glossary of terms
 - b. Shopping for a Mortgage
 - i. Rates
 - ii. Points
 - iii. Fees
 - iv. Exercise 1: Mortgage comparison Sheet
 - v. Lending laws
 - 1. The Equal Credit Opportunity Act
 - 2. The Fair Housing Act
 - c. Qualifying for a Mortgage
 - i. Six factors according to Fannie Mae
 - ii. How a FICO score saves money
 - iii. Larger down payment lowers interest rate
 - iv. Exercises: Calculating Your Monthly Payments
 - v. Home Mortgage Worksheet
 - d. Subprime Lending
 - e. Refinancing
 - i. Home Ownership and Equity Protection Act of 1994
 - ii. Required disclosures
 - iii. Handling compliance violations
 - f. Mortgage Workouts
 - i. Curing the loan



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- ii. Recasting the loan
- g. Renting
- VII. References