

Managing Leading a High-Performing Credit-to-Cash Team

By: Keith Cowart, Receivables Market Owner, FIS

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There are two questions I often come across regarding leading credit-to-cash teams. One, how do you improve the team you are working with? And two, how do you effectively lead a team that is already performing at a high level? Both are very good questions and demonstrate a high emotional quotient (EQ) that is not always evident in the finance world.

If I may interject some of my personal experience with leading teams, my first introduction to this was six months after graduating from college. I had no intention of leading others and was simply looking for a position to help build experience for my career. As most people experience, my "plans" really had nothing to do with what played out. The company I was with was going through a rough period and was downsizing some of the workforce. As a result, organizations were consolidated, and I was tapped on the shoulder to lead a team of twenty-plus people. Many of my new direct reports had more years of work experience than I had of breathing. I quickly had to learn to effectively...

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About the Author



Keith Cowart is Receivables Market Owner in FIS' Corporate Liquidity - Receivables group, which features the award-winning Credit-to-Cash product, GETPAID and Integrated Receivables. He has over 20 years of professional experience in various accounting and finance leadership roles including Accounts Payable, G/L Accounting, as well as Credit and Collections in large global companies with shared service centers. Keith's focus has always been in continuous improvement and leveraging technology to automate processes to achieve extraordinary results. Keith holds a Bachelor of Business Administration degree from Piedmont College and a Master of Business Administration degree in Management from Georgia State University.