



Senior Counselor Program Outline

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



- C. Recognizing Personality Preferences in Others
 - 1. Extraversion vs. Introversion
 - 2. Sensing vs. Intuitive
 - 3. Thinking vs. Feeling
 - 4. Judging vs. Perceiving
 - D. The Four Temperaments: Shorthand for People Watchers
 - 1. Making decisions
 - 2. Solving problems
 - 3. Strengthening your weaknesses
 - 4. Setting goals
 - 5. Time management
 - 6. Preferences at work: a balancing act
 - 7. New insights
- III. Section 2: Process Goals in Action
- A. Section Overview
 - 1. The five stages of counseling
 - 2. Glossary of terms
 - B. Rapport Building Skills
 - 1. Exercise 1: Conveying empathy, genuineness, and positive regard
 - 2. Exercise 2: Client/Counselor dialogue to avoid
 - 3. Exercise 3: Human needs of clients
 - C. Listening Skills
 - 1. Listening Skills Self-Assessment
 - 2. Exercise 4: Best and Worst Interactions
 - 3. Exercise 5: Skills Checklist
- IV. Section 3: Budget Counseling
- A. Section Overview
 - 1. The Problem-Management/Opportunities-Development Model
 - a. Where the client is
 - b. Where the client wants to go
 - c. How to get there
 - 2. Glossary of terms
 - 3. Benefits of creating a spending plan
 - a. Helps to identify overspending
 - b. Promotes honesty and accountability
 - c. Increases motivation
 - d. Helps to monitor success
 - B. Tracking Spending
 - 1. Categories of spending
 - 2. Recording daily expenses



C. Budget Analysis

1. Exercise 1: Analyzing the budget using percentages
 - a. Step one: Case scenario
 - b. Step two: Monthly budget worksheet
 - c. Step three: Calculating percentages
 - d. Step four: Questions
2. Exercise 2: Conflicts over money
 - a. Step one: Case scenario
 - b. Step two: Monthly budget worksheet
 - c. Step three: Questions
3. Exercise 3: Brainstorming ways to cut costs
 - a. Housing costs
 - b. Food costs
 - c. Transportation costs
 - d. Clothing costs
 - e. Recreation and entertainment costs

D. Spending and Values

1. The Conscious Spender Model
2. Exercise 4: Creating your own spending pyramid
 - a. Step one: Monthly budget worksheet
 - b. Step 2: Calculating spending percentages
 - c. Step 3: Completing the spending pyramid
3. Exercise 5: Identifying you priorities
 - a. Step one: Top 5 things you value most
 - b. Step two: Ways spending reflects values
 - c. Step three: Assessing your spending

E. Spending Personality Assessment

1. Seven types of spending
2. Specific behaviors indicate each one
3. Exercise 6: Three ways to overcome each type of spending

F. Mind Over Money

1. Current level of financial stress
2. Popular advice
 - a. Wealth wizards
 - b. New frugalists
 - c. Spiritual advisors
3. Money as taboo topic
4. Impact of money on all aspects of life
 - a. Health
 - b. Relationships
 - c. Work
5. Why we don't talk about money
 - a. Lack of financial education
 - b. Reveals who we are



6. Sources of financial problems
 - a. Complexities of modern life
 - b. Pressures of a consumer culture
 - c. The Psychology of Debt
7. Exercise 7: Money Talk
8. Exercise 8: The 3 A's of Money Relationships
9. Exercise 9: Spending and Fulfillment
10. Exercise 10: Money and Identity

V. Section 4: Credit Card Counseling

A. Section Overview

1. Credit is good
2. An important component to financial health
3. Potential harm of credit
4. Need for increased credit know-how
5. Glossary of terms

B. How Credit Works

1. The world of borrowing and lending
2. The far-reaching effects of credit
 - a. The credit/car connection
 - b. The credit/mortgage connection

C. Qualifying for Credit – ASAP

1. Components of creditworthiness
 - a. Ability
 - b. Stability
 - c. Assets
 - d. Performance
2. Exercise 1: Calculating your debt to income ratio
3. Exercise 2: Creditworthiness Questionnaire

D. Choosing Credit Wisely

1. The Truth in Lending Act
2. Exercise 3: Evaluating Credit Offers
3. The Equal Credit Opportunity Act
4. Your payment profile
5. The true cost of credit

E. Using Credit Wisely

1. Credit is not an extension of income!
2. The real power of credit
3. Reading you billing statement
4. Resolving billing errors
5. How to cancel a credit card
6. Identity theft



- F. Getting a Credit Report
 - 1. Steps in the process
 - 2. Sample letter #1
 - 3. Sample letter #2
- G. Reading your Credit Report
 - 1. Accounts regularly reported
 - 2. Accounts not normally reported
 - 3. Four categories of information
 - 4. Three different formats
 - 5. Inquires
 - 6. Examples of credit reports
 - a. Equifax
 - b. TransUnion
 - c. Experian
- H. Fixing Errors on a Credit Report
 - 1. Common credit reporting errors
 - 2. Standard procedure under the Fair Credit Reporting Act
 - 3. Sample letter
 - 4. What the credit reporting bureaus must do
 - 5. Rights under The FCRA

- VI. Section 5: Housing Counseling
 - A. Section Overview
 - 1. Home ownership as cornerstone of American dream
 - 2. The cost of housing
 - 3. Glossary of terms
 - B. Shopping for a Mortgage
 - 1. Rates
 - 2. Points
 - 3. Fees
 - 4. Exercise 1: Mortgage comparison sheet
 - 5. Lending laws
 - a. The Equal Credit Opportunity Act
 - b. The Fair Housing Act
 - C. Qualifying for a Mortgage
 - 1. Six factors according to Fannie Mae
 - 2. How FICO score saves money
 - 3. Larger down payment lowers interest rate
 - 4. Exercises: Calculating Your Monthly Payments
 - 5. Home Mortgage Worksheet
 - D. Subprime Lending



E. Refinancing

1. Home Ownership and Equity Protection Act of 1994
2. Required disclosures
3. Handling compliance violations

F. Mortgage Workouts

1. Curing the loan
2. Recasting the loan

G. Renting

VII. References