

The Collector Chronicle

NORTH AMERICAN RECOVERY

November 2022

America's Collection Authority

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for October is Pentalon Management. They have been using our agency since 1996! We will be sending them a gift basket from the Chocolate Covered Wagon. Enjoy!



THIS MONTH'S PRIZE

This month we will be giving away a gift basket from the Chocolate Covered Wagon. Each client who sends new accounts during the month of November will have their name entered into a drawing. At the end of the month, we'll draw a name, and if it's yours, you'll win the gift basket!

Don't miss out on your chance to win!

Send new accounts before the end of the month!

Good luck!!



**CHOCOLATE
COVERED
WAGON**

WHAT'S THE BIG DEAL???!

BY DAVID J. SAXTON

President, NORTH AMERICAN RECOVERY

"What's the big deal? Seventy-five people work here. It's not going to cause a problem if I call out sick, right? They'll be just fine without me."

When I got my first real office job, this is what I thought. 35 years later—30 of which I've owned my own business—I have a very different perspective. I wanted to share that perspective with you in this month's article.

First off, let me assure you that this article isn't an attempt to guilt anyone into not calling out when they need to—especially if they are sick, a family member is sick, or if they have an emergency. I would never do that. I completely understand that we all have a life outside of work, and things do come up that we can't foresee nor have control over. I would never expect anyone to put their job before the health and safety of themselves or their family. So, my goal with this article is to provide additional understanding of what happens when someone does call out and to show people how it actually does cause challenges for their employer and co-workers.

Let's talk about why. But before we do, let me clarify who I'm talking about: small businesses, companies with 75 or fewer employees. I'm not talking about large companies with hundreds of employees. When a large company has one or two

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people out, my initial thought is mostly true, it's not a big deal. However, it's a different story for medium-sized or smaller companies.

Every successful small business has to be lean and efficient. They need fine-tuned processes and procedures. As such, every employee performs a substantial amount of work each day. When one member of the team is out, a LOT of productivity is lost. But there's an even bigger problem: the tasks that must be completed every day. When an employee with some of these must-be-completed responsibilities calls out, someone else has to pick up the slack and do their work in addition to their regular tasks.

The problem is that one person can only do so much. Each employee is already performing at their maximum capacity. When they're asked to double up, they have to stay late and work extra hours. If people call out too often, it causes problems with morale and can eventually lead to unwanted turnover.

I know what you're thinking, "What about when someone has scheduled time off? They are still out of the office. Doesn't that cause the same problem?"

No, it doesn't, because the business can plan for it. A supervisor will shift things around several days in advance and "work ahead." Since they know of the absence in advance, they are able to prepare, and they're able to stay on top of everything. It's only a problem when someone unexpectedly calls out. It doesn't matter why they aren't coming to work. The fact remains that their work must still be done by someone else when they aren't there, and it's unplanned.

So, it does matter when you call out. You will be missed. Your employer needs you. They count on you, and they aren't as strong without you.

Thanks for reading.
Have a great month!

— Dave



The Collector Chronicle is published monthly by NORTH AMERICAN RECOVERY for prospective and current clients. Please direct questions or comments to the editor, Dave Saxton, at DaveSaxton@North-American-Recovery.com

1600 WEST 2200 SOUTH, SUITE 410, WEST VALLEY CITY, UTAH 84119 • 801-346-0777
www.North-American-Recovery.com