

The Collector Chronicle

NORTH AMERICAN RECOVERY

OCTOBER 2019

AMERICA'S COLLECTION AUTHORITY

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for September is Utah Community Credit Union. They have been using our agency since 2000! We will be sending Chris a \$100 Apple gift card! Enjoy!

A blue rounded square button with the word "Apple" written in white serif font.

THIS MONTH'S PRIZE

This month we will be giving away a gift card to The Gap / Old Navy / Banana Republic! Each client who sends new accounts during the month of October will have their name entered into a drawing. At the end of the month, we will draw a name. If it's yours, you'll win the prize.

***Don't miss out on your chance to win.
Send new accounts in October!
Good Luck!!***

A purple rounded square button with the names "The Gap", "Old Navy", and "Banana Republic" listed vertically in purple serif font.

"I DON'T KNOW"

**BY: DAVID J. SAXTON
PRESIDENT, NORTH AMERICAN RECOVERY**

Author's Note: This month's article doesn't necessarily discuss a collection industry specific topic. Over the years I've written various articles for our Management Team and employees. This month's article is one of those. I hope you enjoy it!

I was at the gym the other day and overheard a fellow patron talking about his boss in a less than complimentary way—if you know what I mean. His friend joked, “Sounds like your boss is an idiot.” The first guy said, “On the contrary, she’s actually very smart. It’s just that she can’t admit it when she doesn’t know something. It’s like she’s afraid to say, *I don’t know.*”

When I heard this I chuckled to myself because a person’s inability to admit they don’t know the answer to a question is a subject I’ve discussed with our management team many times over the years. I believe this condition is something that severely limits an individual in their personal and professional lives. That might sound strange, but it’s true. Why does it happen? What if you’re doing it? I don’t profess to have all the answers. In fact, I don’t know. ;) But I do have some ideas. Here’s what I think.

Some managers worry that admitting

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they don't know something is a sign of weakness. After all, a supervisor or boss should know the answers, right? Not exactly.

No one can know everything, and no one can have EVERY SINGLE policy or procedure memorized. Maybe if you have a photographic memory—but most people don't have that super power (or mutation, if you prefer).

Don't get me wrong, a boss needs to know the overall company and department objectives. He or she should also have a good understanding of each job. That's not what I'm talking about. I'm talking about encountering a new or unique situation. When that happens, it's okay to pause and admit you don't know. But just saying "I don't know" isn't enough either. You must follow up and say, "But I'll find out." That's the key! Have the courage to admit you don't know, then immediately proclaim, "I'll find out!"

Once a manager masters this technique, the next step is to start teaching it to the people in their department. The response then evolves to, "I don't know, but let's find out together," or "I don't know, but I know who we can ask," or "I don't know, but let's make some calls and find out (or do a web search and find

out)," or something similar. It's a two-step process: Admit you don't know, then find out. As long as you do this, you'll be fine. Actually, you'll be better than fine. This process does two things. First, it shows others you're okay with admitting you don't know everything. People like that and will trust you. Second, you displayed the ability to find the answer when you needed to. That's a valuable trait too.

One last thought. If you've ever been afraid to say, "I don't know" because someone might look down on you, don't be. Here's why. If you use the phrase, "I don't know," and the person you're talking to says anything other than, "That's okay; let's find out together," (or something similar), you should take a long hard look at your association with that individual. Admitting you don't know something is the first step in being able to learn and grow. No one should ever make you feel bad or dumb about that process. Right?

Will this work with everyone? I don't know. But start with yourself and see what happens. It's a much better way to deal with people, and situations, and I've found it to be a better way of life. Have a great month! Dave.

The Collector Chronicle is published by NORTH AMERICAN RECOVERY for prospective and current clients. The owner, David Saxton, welcomes your questions or comments.

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