

The Collector Chronicle

NORTH AMERICAN RECOVERY

June 2021

America's Collection Authority

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for the month of May is Cyprus Credit Union. They are one of our oldest clients and have partnered with us for almost 20 years! 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 to The Chocolate Covered Wagon. Each client who sends new accounts this month 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 basket.

**Don't miss out on your chance to win;
Send new accounts this month!
Good luck!!**

**Chocolate
Covered Wagon**

Gourmet Chocolates, Fudge, Caramel Apples, Popcorn & Salt Water Taffy

YOUR SUPERVISOR OR MANAGER DOESN'T KNOW WHAT'S HAPPENING AROUND THE OFFICE UNLESS *YOU* TELL THEM.

BY: David J. Saxton

President, North American Recovery

The subject of this month's article is a topic we regularly discuss in our Management Meetings. Here's what happens: An employee will witness conduct by a co-worker or several co-workers that seems to be against company policy. Or, if it's not specifically against an existing policy, the conduct is not work appropriate and *should* be against policy.

If the employee is new to the company and hasn't had time to learn the culture, he or she may be confused by what they are witnessing. And rightly so. This begs the question, what should the employee do? Let's look at the options.

Do Nothing

I completely understand why someone would choose this option—especially if they are the “new guy.” Nobody wants to rock the boat. But this is the worst choice. Here's why. If the employee is uncomfortable with the conduct they are witnessing, they need to find out if (regardless of written company policies) the conduct is allowed. If it is, and the employee is uncomfortable, he or she will want to start looking for a new job.

If the conduct is *not* acceptable, or allowed, then management needs to know about it so they can do something. If an employee chooses to remain silent, it's bad for the employee and the company. Doing nothing or saying nothing, is the worst option.

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Say Something

This is what you should do. Why? If an employee or a group of employees, is behaving in a way that is contrary to company policy, company culture, or common standards of work-appropriate behavior, they are hiding these actions from management. Think about it, if management knew what was going on, they would most certainly do something about it, right? Trust me, they would. So, the only way inappropriate behavior happens is because management *doesn't* know about it.

The key is having the courage to say something to upper management. It's not an easy thing to do, but management will thank you for it.

Empowerment

Employees must be empowered with the ability to say something—without fear of reprisal. At North American Recovery, every employee is constantly encouraged to say something—no matter the subject, no matter their tenure—and know that they are in a safe space. If something “*doesn't feel right,*” speak up. When you do, management will address every item and fix whatever needs fixing.

Also, if an employee doesn't get an answer that makes sense from their trainer or supervisor, we tell them to keep appealing to a higher level in management until the answer *does* make sense. It's the only way to conduct business and work with people. That's how we do it at NAR. Everything must make sense. Every policy, every procedure, and the way we conduct ourselves. It's the only way.

So, if a friend or relative asks me what they should do when it appears that inappropriate behavior is being ignored or allowed by their supervisor or company managers, I encourage them to say something. I reassure them that when they do, I'm confident they'll be surprised by the response—as well as the results. But if they're not, it's probably time to start looking for a new job.

Thanks for reading. Have a great month!



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

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