

The Collector Chronicle

NORTH AMERICAN RECOVERY

March 2022

America's Collection Authority

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for February is Mountain Land Rehab. They have been using our agency for five years now! 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 March 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**

THE BENEFITS OF A TRUSTING ENVIRONMENT

PART 1

BY DAVID J. SAXTON

President, NORTH AMERICAN RECOVERY

Recently, one of my employees came to me to discuss a project we had "assigned" to him. He was a little nervous broaching the subject, but fortunately we have a very trusting and comfortable office environment. He told me that the project he was recently assigned wasn't in his wheelhouse and that it would be much better off in someone else's hands. When he conveyed this message to me, I felt and thought many things, and they were all positive. This month, I wanted to talk about why what he did mattered so much and share some of the things we do to create our safe and comfortable company culture.

First, let me tell you why him telling me this was such a good experience. Our entire management team works very hard to establish a safe and trusting relationship with every employee. His willingness to essentially tell me we messed up in assigning the project to him was validation that our employees trust our managers and they aren't afraid to openly and honestly communicate with us. It was an experience I won't soon forget. For all of the right reasons.

Now let's talk about why he decided to come forward. He's told me a few times that he's had several jobs where he wouldn't have done something like that. Based on his previous experience, if he'd told one of his old bosses something like this, they'd have said back, "Well, too bad. I assigned the project to you, so you're the one that's going to do it". That's a less than ideal response, to say the least. And I feel for anyone who's ever had a boss that would respond that way. That would never happen in our organization.

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Why did we assign a project to him that wasn't tailored to his skillset in the first place? Let's discuss. Our company has 70 full time employees. And while our management team can't possibly know every single strength of each one of them, we do know when an employee impresses us with their performance. We regularly discuss these employees. And when a new task presents itself, we think of our top performers.

However, I know better than to assign a project. You see, I used to assign projects this way, and it caused problems. But it's not the employee's fault. Think about it. If someone applied for a receptionist job and was hired, but you came to them six months later and asked them to start making collection calls, they would feel obligated to say yes. Even if they didn't want to be a collector. A lot of people think they can't tell their boss no, so they take the job. One they didn't want, and they are unhappy. Eventually they might just quit and that's the last thing you want. So, no matter what, we never ask someone to do a job.

Instead, what I should have done, and what we do 99% of the time (100% of the time after I publish this article) is to write up a description of the project or new position and send it out to everyone as an *opportunity*. Those interested in tackling the project will apply. And you'll avoid the frustration of assigning something to someone who might not really want the task. We tell our employees about new opportunities as they arise and wait for people to step up and apply.

But back to the topic of why he felt comfortable asking to have this project assigned to someone else. Over the many years I've been in business, I've wanted to do things differently. Every business owner wants to

see their business succeed. I'm no different. I've always known that what's best for my employees, is best for the company.

So how do I know what's best for my employees? Well, that takes a lot of listening. I always listen to their ideas and input. And not only do I listen to their ideas, but I pay them a bonus when they come up with a good one. This employee we're talking about was a recent recipient of one of these bonuses to the tune of \$50. How about that? Next, I make sure I'm always present in employee reviews. I ask questions, and I do everything I can to make sure they know that I'm taking their input seriously. Then, when they do bring something up, we drop everything, and do whatever it takes to resolve the issue—the second it happens.

All of these things, and many, many more, helps build the foundation required for employees to be comfortable enough to tell me (or their direct manager) if *anything* isn't a good fit, if there is an issue that needs to be resolved or if a task isn't in line with a win-win scenario for both the employee and the company.

And that's it for this month. I'm going to share some insight on a similar topic next month, but thanks for reading this one. Have a great March!

- 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

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