

The Collector Chronicle

NORTH AMERICAN RECOVERY

September 2021

America's Collection Authority

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for the month of August is FourSite Property Management. They are one of our oldest clients and have partnered with us for almost 15 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

THREE TIPS FOR FIRST TIME TRAINERS & MANAGERS

(PART TWO)

BY: David J. Saxton

President, North American Recovery

Last month I talked about the first two most important tips I share with a new trainer or supervisor. (If you missed it, you can read the first part of this article here: [The Collector Chronicle - August 2021](#)). This month I'm going to share tip number three: *You will be ambushed.*

Not in the literal sense, of course, but figuratively for sure. However, don't worry, you'll be prepared and ready with the technique I'm going to share, and you'll survive the "assault." But before I share the conditions upon which the ambushes will occur, remember my reference to the African savanna when I first introduced this item in last month's article? Well, that came from personal experience.

My family and I were fortunate enough to visit Kruger National Park in South Africa in 2001. We stayed at a resort in the middle of the park that was protected by eighteen-foot high steel-reinforced electrified fences. A herd of elephants walked by the outside patio the first night. It was an exciting moment, but at the same time, an ominous foretelling of future events.

Each day we would take Jeep Safari's in the park hoping to see the indigenous wildlife. These rides didn't disappoint. We were eventually able to see all of the big five. It was a once-in-a-lifetime experience. However, we stayed out a little too late one night.

On the way back, we came upon a herd of elephants about a quarter mile from the resort. Elephants aren't afraid of anything so when we startled them, they charged the jeep. I didn't realize the danger we were in, but our guide did. His eyes became as big as saucers and nearly popped out of his head. He floored the jeep and started screaming and yelling at us to "BE QUIET!!!" and "HOLD ON!!!" Fortunately, we made it back without injury, but our nerves didn't recover until the following day... We

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avoided the ambush because of primal fear—and a jeep that was faster than the elephants.

What are the ambushes you will encounter and how do you avoid them? Let's discuss. The ambushes I'm talking about are the instances when you, as a new trainer or supervisor, will be stopped by a co-worker (someone who still does the job you used to do before you were promoted) who presents a problem or frustration they are experiencing that is NOT related to how they perform their individual job. Instead, their concern is more of a human resources issue.

Ambushes don't happen when someone asks you a question on how to do their job, they happen when someone expresses a concern regarding a matter you don't have the experience or training to deal with yet. Here's a classic example of a new trainer/supervisor being ambushed: A co-worker, and good friend, stops you in the lunchroom or while on break and says: "Dave, co-worker A told me they heard co-worker B saying bad things about me the other day in the break room! What are YOU going to do about it? You're a manager now, right?!!!"

Okay, first, take a deep breath. You're only reading about an encounter like this. It's not actually happening. But you notice that feeling you have right now? That's real. And you need to be ready to deal with that automated chemical reaction in a calm, professional, practiced way. But before we talk about how to do that, the first thought you want to practice having is: "*It's an AMBUSH!*" (Said in the style of Admiral Ackbar from Return of the Jedi.) If you don't recognize the ambush, you won't be ready to deal with it. So, be ready. Then say, "*It's an AMBUSH!*" to yourself. Once you've done that, and mentally prepared yourself for what's to come, you'll respond.

Start by raising both hands in front of you, palms facing toward your co-worker. Next, you'll

take a half step backward and say: "Whoa, hold on, we need to discuss this with your/our manager. Let's go meet with him/her right now." Then you walk directly to that person's manager's office and let them say—IN PRIVATE—to the manager, what they were going to say to you. Simple, right? No, not exactly. But it's a start.

What if the person says, "No, I don't want to talk to him/her, I just want to tell you." You would respond with, "*Jameson, when I took this position, I promised that I would bring all personal issues I was notified of to upper management. I have to tell them anything you tell me.*" That's a tough thing to say to a friend, but if you truly want to be a contributing part of the management team, and help the company deal with issues in the right way, you must do it.

Furthermore, saying this will be the litmus test. If the issue is legitimate, and truly needs to be dealt with, your co-worker will tell the manager. If it's just an employee blowing off steam or harmless complaining, they will drop it. You may be wondering, "Won't they just find someone else to complain to?" They might. But that's a topic for a future article. Stay tuned.

Dealing with these items isn't easy. But you must be prepared because each situation will eventually occur. Make sure you practice with another trainer or supervisor. Responding to these situations will get easier the more you practice. Then, when they happen, you'll avoid the ambushes and redirect your co-workers to the appropriate people who have the experience and training to deal with "personal" or "non-job" related matters. Remember, you're in "Management" now. Some of your co-workers will see that as an inside track to the bosses and misunderstand the appropriate channels. But that's okay. You'll be ready. Good luck and hold on!



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 • 801-364-0777
<https://www.north-american-recovery.com/>