

The Collector Chronicle

NORTH AMERICAN RECOVERY

APRIL 2017

AMERICA'S COLLECTION AUTHORITY

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for March is Foot & Ankle Institute. They have been using our agency since 2015!

We will be sending Betty a gift card to City Creek Center. Enjoy!



THIS MONTH'S PRIZE

This month we will be giving away a gift card to Red Lobster!

Each client who sends new accounts during the month of April 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 April!
Good Luck!!



“THAT’S JUST THE WAY THINGS ARE DONE AROUND HERE”

By DAVID J. SAXTON
PRESIDENT, NORTH AMERICAN RECOVERY

I wanted to share a funny story with you this month. It's a story we use when training new employees. It has to do with the phrase: *“That's just the way things are done around here.”* Since we don't use that phrase in our company, this article is an example of what **not** to say.



When a new employee is going through their initial training, we tell them we are going to explain the “why” behind every task. If it is ever unclear as to why they do something a certain way, we don't want them to accept an answer of, “That's just the way things are done around here.” They must know the why.

Here's the story: Start with a cage containing five monkeys. Inside the cage, hang a banana on a string and place a set of stairs under it. Before long, a monkey will muster enough courage, approach the stairs, and begin climbing towards the banana. However, as soon as he touches the stairs, you spray all of the *other* monkeys with cold water. After a while, another monkey will make an attempt, with the same result: all of the *other* monkeys get sprayed with

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cold water. Repeat this process every time a monkey tries to climb the stairs, and eventually, the group will stop any individual from climbing the stairs to prevent being sprayed with water.

Now, put away the cold water. Remove one monkey from the cage and replace it with a new one. When the new monkey sees the banana and attempts to climb the stairs, to his shock and horror, all of the other monkeys attack him. After another attempt and attack, he knows that, if he tries to climb the stairs, he will be assaulted. ...



Next, remove another of the original five monkeys and replace it with a new one. When the newcomer goes to the stairs and is attacked, the

previous newcomer takes part in the punishment with enthusiasm! Likewise, replace a third original monkey with a new one, then a fourth, then the fifth. Every time the newest monkey takes to the stairs, he is attacked.

Now, since none of the original monkeys are in the cage, every monkey participating has no idea why they were not permitted to climb the stairs, or why they are participating in the beating of the newest monkey. Nevertheless, no monkey ever again approaches the stairs to try for the banana. Why? Because, as far as they know, "That's just the way things are done around here." And THAT is how BAD company policies can happen.

The moral of the story? Don't follow the crowd or do something just because it's "the way things are done around here." Know the why for everything you do.

That's it. Have a great month!



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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