

# The Collector Chronicle

NORTH AMERICAN RECOVERY

OCTOBER 2016

Utah, Colorado, Idaho, & Ohio's  
Collection Authority

## LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for September is Lone Peak Dermatology. They have been using our agency since 1997!

We will be sending Cindy a gift card to Best Buy. Enjoy!



## THIS MONTH'S PRIZE

This month we will be giving away a \$100 Amazon gift card!

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!!**



## WHAT'S THE BIG DEAL???!?

BY DAVID J. SAXTON

PRESIDENT, NORTH AMERICAN RECOVERY

"What's the big deal? Sixty people work here. It's not going to cause a problem if I call in sick. They'll be just fine without me."



Have you ever had these thoughts? Do you know anyone who has? It's a fairly common way of thinking. And I must confess, when I got my first "real" job at eighteen, I thought the same thing. However, being on the other side of these calls for the last 23 years, has given me a different perspective.

Don't get me wrong, I'm not trying to guilt anyone into not calling off when they need to—especially if you're sick or have an emergency. I have a life outside of the office too, and things do come up that trump work. I don't expect anyone to put their job before the health and safety of themselves or their family. Having said that, I must also say that it does matter when an employee unexpectedly calls off, and it is a problem.

Let's talk about why. But before we do, let me clarify who I'm talking about: small businesses, companies with 75 or fewer employees. I'm not talking about large companies with hundreds of employees. When a large

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company has one or two people out, it's not a big deal. But it's another story for a medium to small company.



Every successful small business has to be lean and efficient. They need fine-tuned processes and procedures. As such, every employee performs a substantial amount of work each day. When one member of the team is out, a LOT of productivity is lost. But there's an even bigger problem: the tasks that *must* be completed every day. When an employee with some of these must-be-completed responsibilities calls out, someone else has to pick up the slack.

However, one person can only do so much. That's the problem. Each employee is already performing at their maximum capacity.



When they're asked to double up, they have to stay late and work extra hours. If people call out too often, it causes problems with morale and can eventually lead to unwanted turnover.

I know what you're thinking, "What about when someone has scheduled time off? They are still out of the office. Doesn't that cause the same problem?"

No, it doesn't because the business can plan for it. A supervisor will shift things around several days in advance and work ahead. Since they know of the absence in advance, they are able to prepare, and they're able to stay on top of everything. It's only a problem when someone unexpectedly calls out. It doesn't matter why they aren't coming to work. The fact remains that their work must still be done by someone else when they aren't there.

So it *does* matter when you call out. You will be missed. Your employer needs you. They count on you, and they aren't as strong without you. Another term for this is "job security." And that's a good thing, right?



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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