

# The Collector Chronicle

NORTH AMERICAN RECOVERY

April 2022

America's Collection Authority

## LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for February is San Juan Credit Union. They have been using our agency for three years! We will be sending them a gift basket from the Chocolate Covered Wagon. Enjoy!



San Juan  
Credit Union

## 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**

## A TRUSTING ENVIRONMENT

PART 2

**By DAVID J. SAXTON**

President, NORTH AMERICAN RECOVERY

For this month's article, I wanted to talk about creating an environment where an employee will be comfortable enough to tell their boss when they have too much work. Most employees struggle with this scenario. They worry that if they tell their boss they have too much work, their boss might say something like, "Well, you'll just need to work harder." A ridiculous statement if you ask me. None of our managers would ever say anything like that, but I'm told that there are managers out there who would.

Now don't get me wrong, management would eventually start to notice when the workload is too high, but it's not always obvious. And, once management does start to notice, the employee who is overloaded will most certainly be frustrated and perhaps on the verge of quitting. Not good.

In order to prevent this, it's important to create an environment where an employee isn't afraid to say, "Hey, I'm overloaded." When an employee is comfortable enough to speak up and tell us that their (or their team's) workload is too much, we can then do our job and hire more people.

How do we create this environment? Well, it's not easy, and there are hundreds, if not thousands, of things that go into it, but one big thing is our monthly employee reviews. Most companies only do these meetings once a year. That's not often enough. We do them every month. Every employee's manager and I personally meet with every employee *every single month*.

In these meetings, we work on building rapport and cultivating a comfortable culture of trust and openness. Once that culture and rapport makes them comfortable enough to open up, that's when we know we've succeeded, and the company is moving in the right direction. Why? Because our employees are confident that management will hear them when they come forward and tell us if we've assigned them a task that's not the right fit or when the workload is exceeding our current workforce.

It's not easy making the time to meet with every employee every month. But it's time well spent, and it's made a huge difference for our culture over the years. I wouldn't have it any other way.

Thanks for reading and for your trust in our agency. We enjoy working with you. Have a great month.