

The Collector Chronicle

NORTH AMERICAN RECOVERY

August 2021

America's Collection Authority

LAST MONTH'S LUCKY WINNER

The lucky winner of our client prize for the month of July is Midtown Community Health Center. They have been a client of ours for almost 20 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 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 ONE)

BY: David J. Saxton

President, North American Recovery

Finally! After working hard, learning the ropes, and displaying dedication and determination, management has recognized your achievements and talents, and offered you the role of trainer or supervisor. Congratulations and good for you!! Now what? Quite a lot, but let's start with three of the most important things:

1. You are under a microscope.
2. You will be tested.
3. You will be ambushed.

Why are these the most important? Well, over the past 35 years of being a trainer, supervisor, and manager as well as training other trainers and managers, I've personally experienced the challenges faced by these, and witnessed many a new manager struggle with them as well. But don't worry, even though these three items may seem a bit scary, (especially if images of an African savanna come up when you think of number 3), as I always do with my new managers, I'm going to share some proven and effective techniques for dealing with each one. Let's get started.

"You are under a microscope." Wait, what? Really??? Yes. Under a microscope. Constantly. From the moment you walk in the office, until the second you leave for the day. Studied. Examined. Analyzed for any possible flaws or shortcomings. Over and over. Without fail. I'm not exaggerating. Well, maybe a little, but I think you get the point. Be prepared because you will be critiqued.

People will notice if you have a smile on your face or not. And if you don't, they will think you are mad. And even worse, if you have a frown or an unpleasant face, watch out! They will think you are personally angry with them—regardless of the real reason for your frown. Side note: I've been told by a

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close relative that I was cursed with a condition called RMF or Resting Mad Face, and I think he's right. Over the years I've had to consciously notice my "face" whenever I make eye contact with someone. But try as I might, I don't always succeed. My wife of 32 years still asks me, "What's wrong honey?" When she notices my RMF. Even if I'm simply relaxing at home... Anyway, make sure you always have a smile on your face every time you make eye contact with someone.

"You will be tested." Not a written test, but a constant knowledge and legitimacy test. Especially if you have co-workers who have been at the job longer than you but were not promoted. Not everyone will do this, but some will. They will ask you tough questions which they already know the answer to, just to see what you will do.

If you know the answer when this happens, great. Thank them for asking and provide the answer. However, if you don't know the answer, the worst thing you can do is fake it or pretend that you do. Instead, admit that you don't know and say this, "You know, that's a great question, thanks for asking. I'm not exactly sure of the answer, and I don't want to tell you something that's wrong, so give me a few minutes. I'll find out exactly what we should do then circle back. Okay?" If you do that, you've passed the test. And this is a pass-fail only test so make sure you're ready and get it right.

I've realized over the years that the smartest people I know say, "I don't know" A LOT. It's a sign of confidence and intelligence. The more comfortable someone is with admitting they don't know something, the better they will do as a manager.

Okay, so there you have it, the first two recommendations for new trainers and supervisors. I'll share the third one next month. Until then, enjoy your summer and stay cool. ☺



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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