

Building Trust to Better Serve



At Complete, we believe in the importance of team development, for all team members. A key element of our ongoing development is our Quarterly Leadership meeting which brings the leadership team together over the course of two days to discuss strategy, review progress, learn together as a team and give back to the community. The past week, leaders from across our organization met to do just

that. Topics in the meetings included:

- Our budgets for 2023
- An aligned organization to support the objectives
- The importance of trust in our organization including plans on how to improve our trust container
- A great panel discussion with key stakeholders from our clients at Comcast, AT&T and T-Mobile
- And the culmination of our Angel Tree giving event, the preparation of the gifts for distribution

The time we spend away from our daily tasks is not without a cost. But for us to succeed as an organization, this investment is akin to stopping at a rest area when on a trip across the country to refresh, refill the tank and get ready to head out again for the rest of the journey. And we are glad you have all chosen to take this journey with us. As we head into the holidays, may you, your families and friends enjoy some rest, relaxation and the joy of the season.



Our Angel Tree: A season of giving



The business we are all part of exists to make the world a better place. By enriching our lives and the lives of those around us through service to our clients and their customers. And while we can segment people into many categories, we all share the same human condition. Thanks to each of you for contributing to our mission to make the world a better place through service to others.



Pictured here are teams in Lynnwood, Taylorsville and Charlotte, who turned out to be better present wrappers than bike builders!



The Holiday Schedule

December	Day	Note		Notes
12/24/2022	Saturday	Christmas Eve	Closed	Not paid. Make up hours allowed/encouraged.
12/25/2022	Sunday	Christmas	Closed	Paid Holiday for U.S employees
12/26/2022	Monday	Observed	Closed	Monday Observed
12/31/2022	Saturday	New Years Eve	Closed	Not paid. Make up hours allowed/encouraged.
1/1/2023	Sunday	New Years	Closed	Paid Holiday for U.S employees
1/2/2023	Monday	Observed	Closed	Monday Observed

Holiday Pay Guidelines

Eligibility:

Employees scheduled to work 30-40 hours a week are eligible for holiday pay immediately upon hire. Employees scheduled less than 30 hours a week are eligible for holiday pay after 90 days of service with the company.

Employees will receive holiday pay based upon their average "Approved" paid hours (this does not include any "Unapproved Time Off") for the two pay periods prior to the holiday as shown below shown below:

- Approved Paid Hours for previous two pay periods/20 = paid holiday hours (rounded to lowest whole number)

Example:	<u>Approved Paid Hours</u>	<u>Divided by 20</u>	<u>Equals Holiday Paid Hours</u>
	160	/ 20	= 8

If an agent is not regularly scheduled to work on the day in which a holiday falls, they will still receive holiday pay for that specific day even though they are not scheduled to work.

To be eligible for holiday pay, employees must work the last scheduled workday immediately preceding the holiday, and the first scheduled workday immediately following the holiday. A combination of occurrences that results in 1 full attendance point on these two days will be disqualifying.

PTO Carryover

Carryover

At the end of the year employees may carryover any unused and unpaid PTO balance, up to a year's worth of PTO. See table below for details:

Years of Service based on Anniversary Date	Maximum Carryover
0-2 years	80 hours
3+ years	120 hours

Now Hiring!



As we get ready for the new year, it's time to find great new team members to join us! You can always find our current open positions at:

<https://www.indeed.com/cmp/Complete-Recovery-1/jobs>

We are currently hiring for:

1/9/2023 - RPM Collectors class of 10 (Jacksonville)

1/9/2023 - Part-time Waypoint Collectors class

Jacksonville

1/10/2023 - Complete Equipment Class(JAX and T-ville)

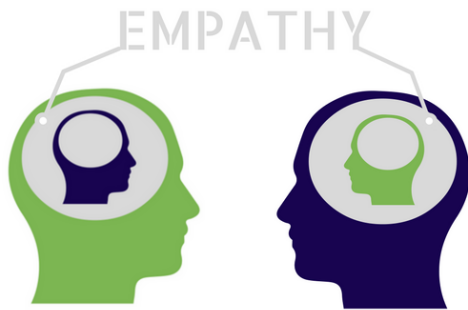
Other positions:

Director of Compliance

Systems Analyst

And don't forget, referring people to work with us can pay! \$300 after a referred employee completes 90 days of employment!

Coaches Corner: Why empathy unlocks great customer service



Before we delve into empathy in customer service, it is important to understand the difference between empathy and sympathy. The Merriam Webster dictionary says that sympathy is when you share the feelings of another; empathy is when you understand the feelings of another but do not necessarily share them. Basically – sympathy is in the brain, empathy is in the heart – and the one that leads to a deeper connection.

In customer service, empathy is the capacity to affirm a customer's feelings and indicate that you can understand their frustration or pain — even if the problem was out of your control.

In other words, empathy is putting yourself in someone else's shoes — understanding their perspective from their point of view. This isn't always easy, but it's worth the effort because it helps you connect with your customers and understand their needs.

After all, customer support is all about people, and if you can effectively place yourself in their situation – you can support them better. Even if you cannot resolve the issue, you can help the customer feel heard by showing empathy, recognizing, and validating their feelings.

Read the full article [here](#).

Santa is on his way!



All DON'T Forget our

GLOBAL (All locations) Christmas sweater contest tomorrow 12.20.22!!!!!!

1st place- \$25

2nd place- \$15

3rd place- \$10

Gift card

Question of Week

This week's winner of *Question of the Week* is (drum roll please) And the winner is **Benita Kinsey**. **Benita** works in our Charlotte, NC office (CHACO) . She correctly identified that one of Mantombi's favorite activities is reading! And just by "reading" the newsletter, Benita is \$10 richer!

This week's question*:

What is the difference between sympathy and empathy?

You get an entry on the prize wheel for a correct answer AND we'll post the winner in next week's edition of [The Complete News](#)!



Now there's an even easier way to submit your answers. [Click here](#) to submit your answer directly!

Feedback is a Gift!

So do you want to recognize a co-worker? Do you have a great idea on how to improve our systems? Then click on The [Complete Feedback Form](#) today!



And here is a quick tip: we post our podcasts on webex, but all of our podcasts can be found on [Anchor](#) and Spotify.

Check out this week's episode, an interview with Nash Iorg, the CEO of Happy Solar and happy Tesla driver. [Click here](#) for the Complete Story!

The Complete News committee is comprised of a diverse group of community members including: Miles Jensen, Candy Grady, Mariam Green (Taylorsville), Liz Rodriguez (Texas), Adrian Lopez (Bogota), Tammy Honeywell (Charlotte), Mduduzi Mabaso (Johannesburg), Kristina Sharova (Lynnwood, WA), Ellie Tripp (Solar)