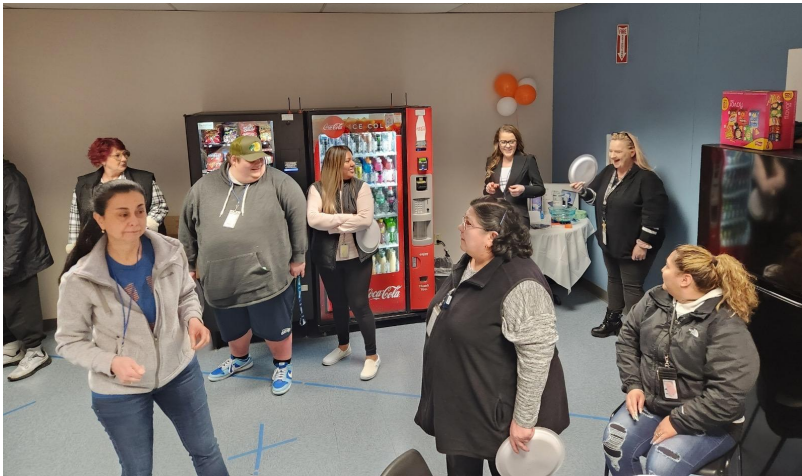


**Let the Parties Begin! First Stop: Lynnwood!**

The team in our Lynnwood Washington office turned the workplace into a Complete W"one"derland this past Friday, serving up some tasty food, sharing some great conversation and winning some fantastic raffle prizes, all our way of celebrating the work that we do to make the world a better place through our actions at work of the course of the year.



## Quarterly Leadership Meetings this week

The Leadership team gathered this past week in various locations for our Quarterly Leadership meetings. As a reminder, the objectives of these meeting include:

- To build a strategy in support of our long-term vision,
- To develop our people into great leaders,
- To build a cohesive team through strong human experience

Topics covered included continuing to build trust throughout our organization, a review of the ADKAR change model with some real life case studies, and several relationship building activities to keep us moving forward to live IT'S One Complete.

Look for more information to come from your leader over the coming weeks.

If there is something that you would like to send us in advance of the meetings, you can always use our [Complete Feedback Form](#) which is available in every newsletter.



## Fun Facts: Utah Snow



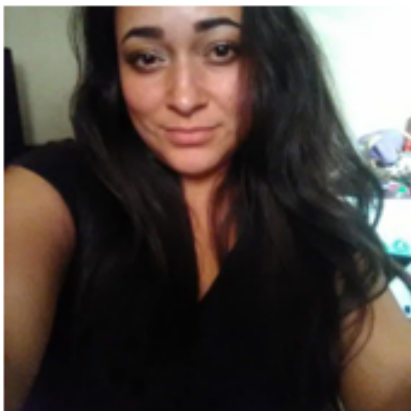
You may have seen recently in the news that Utah has seen record setting snow fall this year, much needed some say to alleviate a years long draught the Mountain West Region has been experiencing. According to the latest Alta resort snow report, the season total of snow has reached 751" which is almost 63 feet of snow!

# SNOW REPORT | Last Update 09:00 am

12 HOURS	24 HOURS	STORM TOTAL	BASE DEPTH	SEASON TOTAL
0"	0"	0"	206"	751"

Check out more fun facts about the World's Greatest Snow by [clicking here](#).

## Room to Grow: Krystal Torres, Call Center Supervisor



Hey team! It's my pleasure to announce Krystal stepping up! In consideration of Kailee's role, we want everyone to feel supported and we are very appreciative and excited for Krystal to take on additional responsibilities. Krystal will be available for supporting the frontline and for coaching and developing a crew of frontline folks as well. Krystal began her Complete Recovery journey November of 2021, since then she's been a star performer; employee of the month, and team lead, just to name a few! We're beyond proud of her and know she's fully capable of everything we ask for, everything the frontline needs.

My name is Krystal, I have two boys. I LOVE playing the Sims! In my free time I enjoy sleeping and hanging out with my family. Favorite foods are sushi; crab, and salmon! I'm a firm believer in speaking things into existence and being positive when life gets hard!

Join me in congratulating her additional responsibilities and thanking for her all her hard work as well!

## Now Hiring!

We have the following upcoming classes:

**Equipment - Taylorsville/Jax - Tuesday March 14th**

**RPM/Waypoint - Jax - Tuesday, March 14th**

[You can see our current postings on Indeed.](#)

We are also currently hiring for:

**Reporting Manager- Remote**

**Business Analyst- Remote**

And don't forget, referring people to work with us can pay! \$300 after a referred employee completes 90 days of employment! To refer someone, please submit this easy [Employee Referral Form!](#)



## The Courage to be Inspired: This week's quote of the Week

"Why wouldn't I stand up for everybody, for all people? In the country field, we're brought up in spiritual homes, we're taught to 'judge not lest you be judged'...We're supposed to love one another. We're supposed to accept and love one another."

-Dolly Parton



## News from South Africa

So today we had a 60's theme where we were reliving the good old days hence the attires. We've



got the QA team,. WFM as well as the management team, in the back row, on the left we have Vusi Phakathi(QA), Keith Rams(Operations Manager), Mduduzi Mabaso (Team Leader), Nathan Tladi (Team Leader). On the front row we have Zama Radebe(QA), Refilwe Seloane(WFM), Alvina Thompson (Supervisor) and Lucia Mhlongo(QA)





## Coaches Corner: From Google Bard - Artificial Intelligence weighs in on Collections

*In asking Google Bard, their new AI product to write a 500 word article on **\*\*Tips for a Debt Collector\*\*** this is what I got. See how accurate it is based on your experience...*



Debt collection is a complex and challenging profession. It requires a combination of skills, including communication, negotiation, and problem-solving. If you are thinking about a career in debt collection, there are a few things you should know.

First, it is important to understand the Fair Debt Collection Practices Act (FDCPA). The FDCPA is a federal law that regulates the collection of consumer debts. It prohibits debt collectors from engaging in unfair, deceptive, or abusive practices.

Second, you need to be able to communicate effectively with debtors. You must be able to listen to their concerns, understand their situation, and negotiate a payment plan that works for both parties.

Third, you need to be able to handle difficult situations. Debtors may be angry, frustrated, or even abusive. You need to be able to stay calm and professional, even when faced with difficult customers.

If you are interested in a career in debt collection, there are a few things you can do to prepare. You can take courses in debt collection, get certified in debt collection, or work as an apprentice for a debt collection agency.

Here are some tips for debt collectors:

- \* Be professional. Always treat debtors with respect, even if they are being abusive.
- \* Be honest. Do not make promises that you cannot keep.
- \* Be patient. It may take time to collect a debt.
- \* Be persistent. Do not give up on a debt until it is paid.
- \* Be organized. Keep track of all your debts and debtors.
- \* Be prepared for difficult situations. Debtors may be angry, frustrated, or even abusive.
- \* Be willing to negotiate. There may be a way to work out a payment plan that works for both parties.
- \* Be familiar with the FDCPA. The FDCPA prohibits debt collectors from engaging in unfair, deceptive, or abusive practices.
- \* Be willing to learn. The debt collection industry is constantly changing. Be willing to learn new things and keep up with the latest trends.

Debt collection can be a challenging but rewarding career. If you are willing to put in the hard work, you can be successful in this field.

## Upcoming Calendar of Events

March	Day	Note
3/30/2023	Thursday	5:30pm to 7:00pm EST Charlotte Party
April	Day	Note
4/1/2023	Saturday	Nutun Team Celebration - South Africa
4/1/2023	Saturday	April Fool's Day
4/6/2023	Thursday	Getting to Know the Business
4/9/2023	Sunday	Easter
4/14/2023	Friday	6pm to 7pm MDT Taylorsville Party
4/18/2023	Tuesday	Tax Day

\*\*\*Reminder to RSVP to your local yearly celebration\*\*\*

## Question of Week

**Last week's question\*: What was the most interesting thing you learned this past week?**

Thanks to everyone who answered the question of the week. This week's winner is Lori Recker, leader of our client relations team, who share *"That it is ok to find the Good in a tough situation. Staying focused on the long term wins is powerful and respected if you share it!"*

**This week's question\*: If you could eliminate one thing from your job, what would it be?**

How do you answer the question? Simply [Click here](#) to submit your answer directly! You'll also have a chance to tell us what you think about the newsletter.

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!](#)

### Feedback is a Gift!

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





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The Complete News committee is comprised of a diverse group of community members including: Miles Jensen,, Mariam Green (Taylorsville), Liz Rodriguez (Texas), Adrian Lopez (Bogota), Tammy Honeywell (Charlotte), Mduduzi Mabaso (Johannesburg), Kristina Sharova (Lynnwood, WA), Ellie Tripp (Taylorsville), Bubba Lawrence (Texas), Chancy Richards (Taylorsville), Eric Georgeopoulos (Jacksonville).