

## IT'S ONE COMPLETE! "T" is for Trust



Trust makes existing relationships more productive and efficient, opens the door to new relationships and opportunities, builds loyalty and respect, and fosters innovation and collaboration. In short, more than any other asset, trust is the key to success.

For us to succeed as an organization, we must build trust with each other. This can be all the more challenging in our fast growing enterprise, as we bring new teams together, assign new people new roles in general and continue a fast pace of change.

Trust can be given freely but lost in an instant. Trust can improve our efficiency. For example, say you are hiring a new babysitter. When she arrives, you spend 30 minutes going over rules, safety protocols, routines, and so on because you don't yet trust her to know how to care for your kids properly. Once she becomes a regular babysitter, you'll greet her at the door, tell everyone to have a great time, and leave. The trust you've developed with the babysitter increases the efficiency of the exchange.

Building trust in 2023 will benefit us all. After all, IT'S One Complete!

Check out this list of [13 Behaviors that build trust.](#)

## Weekly Quote

**"You were born to win, but to be a winner, you must plan to win, prepare to win, and expect to win." Zig Ziglar**

## Top Performance Pays Off !



Congrats to our top performers in Jacksonville!

## Introducing the latest Shooting Star: Nathan Tladi



Nathan is a force to reckon with, he excelled in the project since he joined and he has grown from strength to strength, he is a fast learner, a good motivator, a good follower and a good leader when granted the opportunity to lead and that is why we promoted him to team leader, well deserved Nathan.

“My Name is **Nathan Tladi**, Born and Bred in Alexandra Johannesburg. I'm the second of 4 children and would consider myself extremely family oriented, one of my biggest dreams is actually to start a family of my own and I have been blessed with a beautiful son who just turned one and thank God I love his mother just as much, just waiting to get my money right so I can put a ring on it. I love people and I guess that's one of the reasons I wanted this job so badly. I hope I can get our team in Johannesburg to reach greater heights and see myself growing as well while I do that. I appreciate the opportunity greatly and hope to add value to the company as much as I can.”

## Coaches' Corner: Creating Conditions for Growth!

*Learning where March got its name, I read a snip about Mars's agricultural efforts that stood out to me - "creating conditions that allow crops to grow". Ponder on that a minute. Whether you are leading a team or working today to be a stronger producer than yesterday, that may resonate.*

*Create conditions where you can grow and where others can grow! If you are a front line collector, this can mean understanding and improving the behaviors that will help propel you and your team forward. There are opportunities to sharpen up everywhere!*

*If generating revenue happens when you talk to consumers, you will want to talk to as many as possible! If you want to talk to as many people as possible, you will disposition calls as efficiently as possible ( in 25 seconds or less) and move to the next call! Monitoring our efficiency helps us to move through dialing campaigns that drive calls in, move through more contacts, resolve more accounts, and improve our overall performance in our projects!*

*Consider where you and your teams can gain some efficiency- call wrap and productivity %, production hours & attendance, average collections per hour- all the things! Water your garden.*

*Let's get **mad** about it - as in **enthusiastic**. Get excited about what you can do to create behaviors that are going to allow you and your performance to grow!! That's some type of March Madness!*

## Fun facts: National Plant a Flower Day



March means that Spring is right at the door, and with its arrival, flowers begin to bloom. Make sure that spring is as colorful as possible by taking part in National Plant a Flower Day on **March 12**. The sunshine and warmer weather of Spring are enough to lift people's moods, but no one can resist the beauty of flowers: their colors and scents can put a smile on anyone's face. Raise your spirits by planting some flowers today!

You can read all about it at:

<https://www.calendarr.com/united-states/national-plant-a-flower-day/>

## Daylight Savings time

In 2023, Daylight Saving Time starts on March 12 (at 02:00 AM) and ends on November 5. Daylight Saving Time in the United States always starts on the **second Sunday of March** and ends on the **first Sunday of November**.

### Fall Back, Spring Forward

The mnemonic used to remember how Daylight Saving Time works is "*Spring forward, Fall back*". This means that in the Spring the clocks go forward one hour - from 2 a.m. to 3 a.m. - and in the Fall, they are set back one hour again - at 2 a.m. they go back to 1 a.m.

In the United States, most regions observe Daylight Saving Time, apart from the states of Arizona and Hawaii, and the territories of Puerto Rico, Guam, American Samoa, and the U.S. Virgin Islands.

Even though the different U.S. states observe distinct time zones in their region, Daylight Saving Time happens at 2 a.m. for everyone, regardless of what time zone they're in. This means that in some states, Daylight Saving Time starts earlier than in others.



## Women's History Month: The first known author may have been a woman



Over five thousand years ago, people living in a part of Mesopotamia called Sumer started to keep records with cuneiform, the oldest known system of writing. And roughly a millennium after cuneiform emerged, a priestess named Enheduanna began using this writing system in a new way. Her unique texts are the earliest known example of first-person writing, and she may be the first known writer to claim authorship of her work.

British archaeologists rediscovered copies of her work in 1927, but it took several decades for scholars to credit Enheduanna as the author of her texts (some continue to argue she didn't write them). Scholars who do believe she authored these texts point to the deeply personal reflections in her writing, as well as the fact that these works were consistently attributed to her long after her death.

[Read More](#)

## Upcoming Calendar of Events -

March	Day	Note
3/10/2023	Friday	Anniversary of Airtech Partnership
3/12/2023	Sunday	Daylight Savings Time Starts
3/14/2023	Tuesday	Q1 Town Hall Meeting
3/15/2023	Wednesday	Q1 Town Hall Meeting
3/17/2023	Friday	St. Patrick's Day
3/22/2023	Wednesday	Q1 Executive Off Site
3/23/2023	Thursday	Leadership Off Site
3/24/2023	Friday	6pm to 9pm Lynnwood Party
3/31/2023	Friday	3pm to 4pm MDT Charlotte Party

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

## 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:

**Accountant - Taylorsville, UT**

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

## Question of Week

### Last week's question\*: What day is National Pancake Day?

Thanks to everyone who answered the question of the week. We hope you enjoyed your pancakes!!! This week's winner is Miles Jensen, our VP of Business Operations, who correctly identified that the answer was Feb. 28th! Way to go Miles!

### This week's question\*: What is your favorite flower?

How do you answer the question? Now there's an even easier way to submit your answers. [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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