

Business Credit News

CREDIT REPORTS 210-225-7106
COLLECTION 210-225-7106
E-MAIL: bcms@nacmtx.com
FAX SERVICES 210-225-1777
WEB SITE: www.nacmtx.com

National Association of Credit
Management of Texas, Inc
4407 Walzem Rd #205
San Antonio, TX 78218

**FEBRUARY 2017 Chairman: Terry Ludzenski,
Holt Cat**

“New Employees”

By: David Balovich

It's a new year and for many of us we have had the opportunity, or may have, to fill a new position or replacement.

There are certain aspects of working with new employees that are often overlooked by seasoned professionals and I would like to share some of those in this month's newsletter.

NEW EMPLOYEES NEED EXTRA HELP IN THE BEGINNING

We have finally convinced management that our department is overworked and understaffed and after sifting through too many resumes and enduring endless interviews we find the right person.

The new hire is tense, nervous and cautious because it has been difficult to find a job they really wanted. Our staff, already overworked, is expecting a lot out of the new person to ease the burden they are under or they may, we hope not, attempt to make success difficult for the new person by not volunteering information. And we, as managers, want the back-up brought current as quickly as possible.

In order for the new hire to produce the results we expect, we will have to be involved in the new employee orientation. The following are some key points that we should always keep in mind when dealing with new personnel:

Personally introduce the new employee to everyone.

This will demonstrate our support for the new employee to, not only our staff, everyone in the organization.

There are three points that we should communicate.

Point one is a summary of the background and qualifications the new employee brings to the job.

Point two should be an explanation as to why the new employee was hired. This will dispel any rumors or fears about replacing existing personnel.

Point three should be our expectations of the assistance we expect our everyone to provide the new employee and how highly that assistance will be valued by us.

Personally conduct the introductory tour.

This job is too important to delegate. By doing it ourselves, we show everyone the importance we place on immediate cooperation and a good working relationship. To establish that relationship as quickly as possible, discuss responsibilities that each party will have in common and tasks that they will be working on together. When introducing people by name and title only, the general response is "Nice to meet you" but they quickly forget who they have met. By discussing their duties it is easier for the new person to associate and remember who the people they have been introduced to.

Include the new person in meetings.

This allows the new person to get to know people faster and also relate to what they are doing and what is going on in the company. This also provides the new person the opportunity to participate and gives everyone an idea of what level of experience the new person brings to the department or organization.

Establish a training program.

If our organization has a training department, we should find out what is available for the new employee. If not, we should develop a program based not only on the particular demands of the position we have hired them for but also future responsibilities we expect them to grow into.

If time does not permit us the luxury of developing a training program then we should know of books and periodicals that we can recommend be read to gain further insight into the demands of the job.

We should also be aware of seminars and workshops that are being conducted in our area, outside of our organization, by training and consulting firms.

Most importantly we should assign someone on our staff as a mentor to assist the new person in becoming familiar with their new surroundings, duties and co-workers.

Regardless of how experienced a person is, the one thing all new employees must learn before they can be successful is the culture of the company. The mentor plays an important role in teaching the new employee this valuable lesson.

Supply more than standard office supplies.

Make certain the new employee has items such as an organizational chart, internal phone directory, samples of the company products or information concerning the service the company provides.

Do not overlook the company's present mission statement and any literature or files that are relevant to the job. Ensure that the new employee has a sign-on and password if they have a terminal, a voice mail box if applicable, and that the receptionist has the employees name and telephone extension.

Supply and explain work schedules, reports, forms, file systems and other procedures that are peculiar to our operation.

So many of us have been understaffed it is vital that we be aware how important it is to make sure any new employee whether they be full time, part time or temporary succeeds. The effort we take in the beginning will be reflected later.

***** **FEBRUARY 2017** *****

Day	Date	Group	Location	Time
Tues	7	Austin Construction	Texas Land & Cattle, 6007 N IH 35 & Hwy 290, Austin TX	11:30
Tues	7	Coastal Bend Group	PHONE CONFERENCE	1:30
Wed	7	Rio Grande Group	PHONE CONFERENCE	1:30
Wed	7	Victoria Credit Group	PHONE CONFERENCE	1:30
Thurs	9	SW Food Credit Group	Las Palapas, 4802 Walzem Rd, San Antonio TX	11:00
Thurs	16	Fuel & Lube/Heavy Eq.	Phone Conference Meeting 1-800-791-2345	2:30
Thurs	16	Austin Ad Media	Phone Conference Meeting 1-800-791-2345	2:00
Thurs	16	HVAC Credit Group	Texas Air Products, San Antonio TX	11:30
Fri	17	SW Electrical Group	The Onion Creek Country Club, Austin TX	11:30
Tues	21	Austin Construction	Texas Land & Cattle, 6007 N IH 35 & Hwy 290, Austin, TX	11:30
Wed	22	Laredo Credit Group	Phone Conference Meeting 1-800-791-2345	2:00
Tues	28	SA Construction	Las Palapas, 4802 Walzem Rd, San Antonio TX	11:30
