

All Men Are Created Equal But Are All Employees??

Dollars To Your Bottom Line May Be Gold at Your Feet—Not Diamonds In The Sky

If You Thought Employee Turnover Was Expensive Read This!

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Numbers from the Bureau of Labor & Statistics (BLS) indicate that while unemployment rates are great across the country employee turnover rates may be higher than ever before. How can that be? Aren't the two closely connected? Isn't low unemployment good for the nation???

The answer is "**D, All of the Above**" but low unemployment may be bad for your organization if your team isn't glad to be there. As the labor market tightens (or the unemployment rate falls) the employees that **WANT** to work **ARE** working. The environment becomes an "employee's market". In other words, it is much easier for employees to find their ideal jobs and working conditions lately because companies are having a hard time filling open spots. Companies will go the extra mile to recruit employees with proven abilities to perform.

What would make my employees leave?

Well, office climate for a start. Do managers scream and yell when goals aren't met or truly evaluate why goals were not met? Statistics tell us that *employees quit the manager they work for*, not the company they work for. If you have a manager (or maybe even you) who seems to constantly be hiring you might take an honest look at what they (or you) are like to work for.

Do your employees know what is expected of them and have measurable goals (incentives) that are easy to understand? If you have developed bonus and incentive plans that are deciphered using the phrase "carry the 2 minus PI²" you may not have given your employees a clear target to hit.

In this area, are low performers held accountable? Are some employees held to a different standard? At either end of the spectrum this can be a No Man's Land for you. Low performers that skate through work have a demoralizing effect on the rest of the population. High performers that tow the line may leave because they don't like pulling along someone who takes 10 breaks a day, comes in late, and is never held accountable.

Conversely, do you have an absolute jerk that works on your floor but you keep him because he consistently exceeds his goals? Well, the rest of your team may leave because the attitude and environment may not be worth it for them. **Here's a trick:** create a bonus plan that allows stellar performers to still be rewarded but gives them a part in the team goal also. You'll keep the great performers bringing home the bacon and the rest of the team will learn better collection skills. Secondly, it will promote a team "we're in this together" attitude.

Show Me The Money!

As Cuba Gooding said in Jerry Maguire, "**What'm I worth to you, Jerry?**" Well, Cuba, a lot of **MY** bottom line profits! According to the HR Specialist (October 2005 issue), failure to retain employees will be devastating to your bottom line. **Read this and weep:**

The average annual wage for a collector on your floor is \$40,000. The total cost of this employee (Multiply salary by 1.30 gross up for benefits) is \$52,000. The cost to your bottom line (\$.25 per dollar) to lose this single employee is **\$13,000**. How many collectors did you lose last year? Five, ten, or more? Do the math...Scary!

Get A Handle On Retention Today!

In this day and time, you're watching every penny on your bottom line. **Lighthouse Consulting & Asset Management** can help you minimize the full effect of controllable costs on your bottom line. Do the math... the stars might lie but the numbers never do. According to the Bureau of Labor Statistics, the latest unemployment rates fell again to 4.7%, the lowest unemployment rates since 2001.

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Lighthouse Beacon Alert

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If the tighter employee market makes you want to take a look at your employment practices and find innovative ways to make them heads & shoulders over your competition call Lighthouse Consulting at 1-800-819-1962. You can also reach us at info@lighthouseconsultinginc.com. We can help you find ways to have the right employees beating down your door....

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Portfolio Spotlight

- \$400K in CALIF. Credit card accounts, 8/2002 CO dates (65+ accounts).
- \$440K in 11/2002 CC Charge-offs mixed states.
- \$43M in **secured** 2006 Charge off debt (secured with \$200M in Life settlement policies).
- \$14M in mixed CC files mainly Citi-bank and Providian. Contains accounts that were purchased for suit but moved to another state prior to filing (available by state).
- \$6M+ of US Bank Loans, 2001 charge-offs (loans have a longer statute in most states). Includes supplemental data (homeowners etc.) (available by state or region).
- Call us now limited flows by state will be available any day.



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Duff can always be reached at his cellular number 904-347-5901.

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