



Alliance Collection Service, Inc.
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- **Mission Statement:** Our mission is to be the very best at what we do, to provide services to our clients that are high in quality and reasonable in cost and to do it right the first time, every time.

Inside this Newsletter February 2007

1. Small Business Enemy No.1: Stress
2. 8 Keys to Leadership Greatness: Parts Seven and Eight
3. Investigative Report on Debt Collections
4. Motivational Quote

Small Business Enemy No.1: STRESS

You're constantly under pressure, your employees are burned out, and the demands just keep mounting. How can you keep stress from damaging your business?

Jim Alfred, a senior manager at a Cambridge, Massachusetts-based financial services firm realized he had a problem only after he suffered a panic attack on his way into work one morning. "I was sure I was going to die," he confesses. "I couldn't breathe and my heart was pounding. I thought I was having a heart attack." The attack subsided on its own, but Alfred went to the

hospital anyway. He hadn't suffered a heart attack, but the doctors warned him that his blood pressure was dangerously high, and he was exhibiting other symptoms that suggested heavy stress. "If I didn't find a way to get it under control," Alfred says, "it could have become something a lot more serious than a panic attack."

Stress is a fact of daily life, especially for small business owners. Starting your own company and managing its growth forces you to deal with a myriad of never-ending problems, make quick decisions, smooth over employee transactions, and deal with sometimes contentious customers, suppliers and business partners-not to mention bankers and insurance companies.

Carol Turkington, author of *Stress Management for Busy People*, notes that the first step to reducing stress is recognizing it. "Most people underestimate the amount of stress they encounter in their daily lives," she says. Turkington describes stress as a natural physiological reaction to conditions in our environment; for our ancestors it served as an effective survival mechanism, alerting them to dangerous situations and provoking in them a response-usually flight. Stress releases powerful hormones including cortisol and epinephrine, which trigger increased heartbeat, raise blood pressure and prime us for physical activity. Unfortunately, she says our modern day lifestyle places us in stressful situations many times a day, but modern social norms don't allow us to act out in ways that our ancestors did to release built-up stress. So we internalize it by trying to ignore it. "Your body is being overrun with stress chemicals-and they have nowhere to go. Most situations don't provide an outlet for all that energy that our bodies produces so well." The modern office, in particular, is awash in pent-up stress chemicals.

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8 Keys to Leadership Greatness: Parts Seven and Eight

Put duty before self. Homer Laughlin China Co. survived the Great Depression but, by the late 1970's, cheap imports almost did it in. Laughlin's owners were well-positioned to call it quits, but they knew that liquidating the firm would destroy their community. So they stuck it out for the good of their fourth- and fifth-generation workers. They invested in a new kiln and revived an old design called Fiesta. Bloomingdale's launched the revived brand, and Homer Laughlin is now the largest U.S. pottery company.

Stand out in front. When Peter Ueberroth agreed to run the 1984 Olympic Games in Los Angeles, he promised they'd make 15 million in profit. That seemed impossible. Ueberroth plunged in and personally negotiated sponsorship contracts worth millions. During the Games, Ueberroth led the way by wearing the uniform of a different Olympic worker each day. By the time the games ended, they'd made \$215 million in profit.

Executive Leadership Newsletter

Investigative Report on Debt Collections

At Alliance Collection Service we strive to maintain and preserve the respect of the debtor, while at the same time upholding a standard of integrity in our client operations. That is why we wanted to set the record straight about negative investigative reports appearing in numerous national and local media within the last couple of weeks regarding the collection industry.

Here are some positive points about the collection industry.

1. There's no such thing as an unpaid bill. Built into the price of everything we buy is the cost of someone else's bad debt. If not for the work of collectors, prices would be higher, jobs may be lost and the economy may be threatened.
2. Last year the collection industry returned \$39 billion to U.S. businesses, representing a 22 percent reduction in private-sector bad debt.
3. This saved the average American household \$351 .00 last year, representing 19 bags of groceries, 155 gallons of gas or four months of electric bills for working families. Collectors are proud to make this impact for the benefit of all consumers.
4. The abusive tactics seen in recent news reports are why ACA (The Association of Credit and Collection Professional) supported the Fair Debt Collection Practices Act in 1977. Such behavior is not only illegal, it's indefensible and in no way representative of today's ethical, professional industry
5. The FDCPA is vital to the success of the collection industry because we want a level playing field that does not put ethical collectors at a competitive disadvantage.
6. Businesses should trust their reputation and their customers' dignity only to an agency that will represent them professionally by conforming to the ACA Code of Ethics

These are just a couple of reasons why there is a need for the collection industry. Collection industries are working hard to establish and maintain a positive reputation within our communities and most importantly in our society.

ACA International email

Motivational Quote

Whatever your life's work is, do it well. A man should do his job so well that the living, the dead, and the unborn could do it no better.

Martin Luther King, Jr.