

Tim's Tip for July, - 2010

Please tell me...what would you have me say?



A client in S.E. Asia has proven themselves to be a challenge over the last few years.

They have always paid...but they are s...l...o...w. I was tempted to say they are a good client, but a 'good client' pays on time. However, I am not at the point where I have decided we won't do any future business.

Sound familiar?

Before a stronger 'no nonsense' approach, I sent an email to one of their senior representatives. It included the following: "We hope to continue working with you in the future, but have concerns about promises made and kept. Over the last few months I have been contacted on occasion by potential customer/clients of yours, asking for a reference. How would you suggest I respond in the future?"

Did it work?

Yes, in that it elicited a response that although it was up to me how I might respond, I should be aware that in some difficult times, payments were slow - but always made. Now I have a stronger commitment from a customer for resolution.

Perhaps a stronger approach may be necessary next month. In the meantime, the customer has a reputation they can still earn - of someone who still manages to pay their account - in difficult times.

These days, that is not too shabby a reputation!

This month's pithy quote:

"Commitment is the enemy of resistance, for it is the serious promise to press on, to get up, no matter how many times you are knocked down."

...David McNally

Tim Paulsen
Toronto, July 14, 2010

