(#143) Dear Management:

September 12, 2019

So... you have a loan officer that keeps running into a "figurative" wall.

What are you gonna do about it?

Create a mountain of policies and procedures (creating work for everyone else) to make sure the LO is detoured from that wall? Hire 3 guards to do shifts around the clock, to keep the LO from hitting that wall?

OR

Are you going to do your best Loretta Castorini (Cher) impression from Moonstruck and go up to that Loan Officer and do the best "Snap out of it!" you can do? and tell them to "STOP hitting the wall!"

HINT - For a skinned knee... kiss the boo boo, don't put the entire leg in a cast.

It's called ACCOUNTABILITY people.  Google it!

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