



Compass Career Navigator 2024 Late Summer 2024

Robyn Crigger, CEO; Bill Crigger, President

CURRENT ISSUES

Summer 2024 is proving to be another scorcher with high humidity and frequent thunderstorms, which never really “cools” things down. Having lived in the Charlotte area since the 1980’s, with a fast five-year absence (from early 1989- mid-1994), we know that we may have a moderate change of seasons, the winters here are really mild, while the summers are long and HOT!

If new to the Carolina’s, you will find that we also don’t have your typical “dirt”, but rather we have *clay*, which becomes like cement during the warm-hot seasons. Any digging that needs to be done should be tackled before the ground turns so horribly hard, a challenge for gardeners.

Though these may sound like complaints, as I told my children, as we moved around, “no place is perfect, and it is more important to know the people in order to make any place your “home”. And Charlotte is definitely our HOME.

We have found that Charlotte is overall a very friendly community with many kind citizens. Still, one weak area that has seemed to have become concerning is the loss of “good customer service”. There are still MANY thoughtful and kind people, though there is a growing number, who have displayed rude and inconsiderate tendencies.

Some of these types are seen behind vehicles’ drivers’ wheels. Some rudeness is found in stores and on the phone. Unfortunately, there is a LOT OF STRESS in this world, and some of us can identify with that observation. However, being unkind and hurtful doesn’t excuse anyone from such behavior. We all have bad days and our fair share of problems, though taking it out on

others is not acceptable. The next time you are tempted to drive up on someone’s bumper because you are in a hurry or angry, stop and think before losing your temper.

Businesses are encouraged to remind employees of the importance of “good customer service”, as bad service behavior will likely run off more customers, giving your business a bad reputation, which can make it worse for you.

Another area in business being noticed these days is the need for “good employees”. Those good employee candidates are seeking “good employers”, who know how to treat hard-working people. Such persons value the opportunity to learn and grow. In order to develop a healthy workforce, it is wise to provide useful training programs.

Think of your best employer/manager and why you valued them so much. Of course, we all value a healthy paycheck, but good working conditions, effective training programs, and being shown mutual respect by your employer make for a really good job experience. As a person experiences more jobs, you will quickly recognize those places where employees are less apt to leave. Respectful managers, who listen to their staff and provide support and encouragement, are valued and make those jobs stand out.

A good business owner will not only do all that is necessary to keep the business healthy but to educate the employees on changing events and procedures, etc., to help all to avoid hardships of their own. A business and its employees are part of the community as we are all partners working together. It is wise for there to exist good communication exchanges! A big part of that is LISTENING.

CAREER & BUSINESS TRANSITIONS CONTINUE – WHICH NEEDS TO INCLUDE RESEARCH & THOROUGH EVALUATION

With our unpredictable economic and political environment, it leaves our future business indicators in a very precarious and unknown situation. To add to this delicate state, COVID is far from over, leaving most people feeling uneasy. Businesses are doing all that is possible to run a “tight ship”, and many are prepared for the worst scenario. Therefore, employees are keeping their resumes current and watching for any good job opportunities. No one WANTS to “jump ship”, yet no one is safe.

With all this in mind, what is considered to be a “good job opportunity”? a) A company’s “track record and reputation” is one factor. b) Another factor is noting careers or positions that are more in demand. (Be aware of what positions are being eliminated, versus what ones are more in need.) c) For those careers that are more in demand, be aware of what skills/training/education are needed for these positions and determine if you might need to take classes and training to be qualified. d) Also, be in tune with what areas of business and skills would you consider as a preference, as well as what range of salary do you believe is required to meet your lifestyle and expenses.

Now is a time when wisdom dictates the need for lots of thought and preparation, as our future is very unknown and unpredictable. A person should at least think through one’s own situation and take whatever steps may be appropriate in order to be prepared and responsible.

Again, this is not to encourage jumping ship unnecessarily. However, give all of this serious thought to be prepared if a change is thrust upon you. None of us have a “crystal ball”. Be respectful of each other and do whatever is best for you and your family. If seeking more guidance, consider talking with a professional career expert.

LEADERSHIP: TRAITS & CHARACTERISTICS NEEDED

If you ask someone to describe the best “leader or manager” they ever had, chances are many might note someone who was of high self-esteem, who demonstrated respect towards other employees, who was honest and straight-forward, did all they could to who recognized the importance of developing/investing in people, and seemed to genuinely care for others.

All of these traits are extremely valuable, though too many of the “leaders” of today do not possess the wisdom to understand how important these are in the success and health of a business or organization.

Like the ingredients to any “recipe”, to have a winning, finished product, it is based mainly by the ingredients included. If you choose and add the best ingredients, the outcome is more likely to SUCCESSFUL. If you use poor ingredients or leave out important ones, the final product could be a disaster or a failure.

A workforce is made up of people, who have been chosen to handle a specific task or multiple tasks in order to fulfill an order or product, which is needed by others. When hiring each employee, the business leader or manager may see that an employee has the potential to do more if given training. Such a manager is being very wise in recognizing this and would be remiss if that new employee is never given that training. *This is where the manager, who follows through and provides appropriate training for such an employee would be noted as a very effective Leader.*

Therefore, more companies and organizations would be so very wise to encourage their Leaders to possess the kinds of traits and characteristics that would lead to the success of more businesses.

Furthermore, companies should encourage “effective communication” for all.

WHAT ASPECTS OF TODAY'S BUSINESS WORLD HAS YOU MORE CONCERNED?

There are lots of things happening in our business world today – some more concerning than others. What issues concern you more? Here are just a few that may have you anxious or worried:

- The government is allowing increases of salary for even small businesses, who may not be able to afford increases. And if the employers do provide the increased salary, it will likely be passed onto the customer as increased prices.
- Speaking of increased prices, a majority of products have already had increases, which is making it very hard on consumers. These increases include practically all products and services (groceries, utilities, dry cleaners, gasoline, tires, home improvement items, hair stylists/barbers, etc.).
- Customer Service has become non-existent, even when the work or service is not done correctly. Therefore, consumers are cautioned about hiring anyone to provide important work without a written guarantee or warranty.
- Our country has become known for being a “suing society”, where people will attempt to sue you for any possible harm, faulty efforts, or any other lapse. And to make matters worse, some juries and judges are allowing outlandish amounts of money to the “accused”.
- The government has also agreed to stop the production of gasoline-fueled automobiles, as well as reducing or halting gas for homes (as in gas stoves, water heaters, etc.). This would give electric companies an advantages of earnings and take away “a choice” for consumers. (Other fuel may also be eliminated – like coal and oil.) you start with this process?

There are obviously other changes and adjustments that will be coming and affecting each of us. Some may be in the form of taxes. It will be wise for all to stay informed on any such economic events.

One other area to keep on your radar is the upcoming and increasing use of “*artificial intelligence*”. This new process is still full of “unknowns”. Movies are pouring out with the storyline about **AI** (“dysfunctional technology”) and depicts a LONG list of destructive and deadly tragedies. This alone would give many people nightmares.

Surely you would hope that your employer would take whatever action is necessary to avoid any negative or harmful efforts that would hurt your community. This should give anyone good reason to stay on top of what is happening or being planned for your town, county, state, or nation.

Many people say that they no longer like to watch or listen to the local or national news, but it is critical that we all stay informed in order to keep us and our families as safe as possible. At least then you have a chance to speak up or take measures to protect what you have. You can also be able to share this info with others. There may be some simple steps or efforts that can help you and your neighbors to be safe.

The fact is we each need to be as informed as possible in order to make the best and wisest decisions. If we are not staying on top of everything, we have no one to blame for those hardships and negative events but ourselves. This should include what is happening in our public schools.

We have many excellent teachers, but they need the support of all parents. It is important for parents to know what your students are doing and encouraging your children to do their homework and be responsible. Knowledge is a gift, and our children should value the opportunity to learn. All of these areas are important and valuable. Don't take for granted any of these areas.

VIOLENCE IS STILL OCCURRING THROUGHOUT OUR COMMUNITIES

As discouraging as it is, violence is still occurring in practically all cities, counties, and states. Most of these are unprovoked and senseless. Who doesn't watch the TV News and shake our heads wondering what is causing so many people to become violent? How can so many inflict horrible harm and devastation to families, neighbors, and strangers? Why does this ongoing rage continue? What can any of us do to reduce all the anger, frustration, short tempers, irritability, etc.?

This streak of violence seems to go everywhere, including shopping malls, movie theaters, restaurants, salons, sporting events, etc. What is the common theme that is at the core of this dilemma?

In recent times we have provided a forum for businesses called "Workplace Behavior", which uses a discussion format to openly acknowledge and recognize that we are all different, and yet we should respect each other in order to avoid misunderstandings and improve our communication.

Providing a venue to encourage mutual respect and communication could resolve future, potential disagreements and arguments. We have used this process to share insight and help to understand our differences and develop a stronger, mutual relationship. We are here to encourage ideas and share resources.

UNDERSTANDING THE NATURE OF CHANGE

Change is a normal, reoccurring part of life. "Nothing stays the same." At least this is true for most things in life. Babies are born and change practically every day. Vegetation begins as seeds or bulbs, etc. and then develop into different shapes, sizes, colors, etc. Seasons come and go, and even as years pass, seasons may demonstrate various temperatures,

precipitation, etc. Practically all forms of nature have all sorts of various transformations. Still, most people find it difficult to cope with "change".

Though "change" does seem to be more the natural pattern, it still requires us all to adapt or "roll with the punches". If we fight to accept these changes, our rigidity may cause us to "break" or snap. In order to grow and develop, we all need to learn to be more flexible, and thus thrive and become more fruitful and productive. This is true in business and other areas of life. To battle this natural force is futile and a wasted effort. You are encouraged to accept this insight for a productive outcome.

Just like "nature", we will become more bountiful when we allow ourselves to ebb and flow – to open ourselves up to life's blessings and to be supportive of our fellow citizens – to accept "the nature of change". Each change may not be easy or may not be what is expected, but in time we will adapt. That is the nature of change.

COMPASS CAREER MGMT SOLUTIONS

Robyn Crigger (CEO) and Bill Crigger (President) have owned and operated their Compass Career Management business since 1994 (30 + yrs) with our main concern being to help businesses & individuals, facing the challenges of unexpected business or career transitions. Such events can cause extensive stress on people and families.

Having experienced such events ourselves, we have tried to be sensitive in seeking ways to benefit and support our clients. We make every effort to always handle our business with the highest integrity, standards and with respect.

Our firm has worked in 35 states but have turned our focus on the Carolinas and Virginia. We have assisted a variety of industries and address HR-related issues. You are welcome to visit our website (www.compasscareer.com).