



## COMPASS CAREER NAVIGATOR December 2017

### NAVIGATOR'S OBSERVATIONS

Having attended the November Charlotte Economic Club meeting, the program focused on the economic year of 2017. For the most part, it was a positive financial year. With that being said, there were no indicators of any negative changes ahead. Although like one old belief, since we have such a series of positive growth, one can't help but wonder when this streak might come to an end. The speaker shared that interest rates are still low, which hurts those putting their money into a bank's savings account. On the other hand, low interest is good for those purchasing real estate. The speaker did add that one good investment is "commercial real estate".

It is hard to say what changes may be around the corner. Nothing stays the same. Of course, no one wants anything bad to develop. So many people dealt with horrible hurricanes this fall. Many places were absolutely devastated and are still cleaning up and rebuilding. St. Martin's and Puerto Rico were basically "leveled". Hopefully, our winter is to be fairly mild in most areas of our country.

Though most companies have been rather stable, there have been a few acquisitions and lay-offs, and this time of year has been known for such transitions. The fact is companies have found that they need to make changes occasionally to keep customers interested and to entice more purchases. Even making a "face lift" to a store is one way to encourage customers to come and check out the changes. When a company has technology changes, that could trigger changes in personnel.

For those businesses who seldom make changes, they can find a major decline in customer activity. One key effort to improve customer activity is by requesting feedback from or surveying customers. What do they feel missing in their shopping experience? How can a store address their needs better? This is an ongoing process, demonstrating sincere interest in meeting their customers' needs.

By taking a serious look at their customers' shopping experience, a business can turn their financial status around by evaluating which company reps are more effective in growing their businesses, and which ones should be released. This is a tough process, which should be handled in a sensitive manner.

Though our firm has been providing effective outplacement for employees since our beginning (1994), we have become interested in helping employers find ways to strengthen their workforces in order to avoid downsizings. If employers would allow our firm to review, identify and devise solutions for those areas needing improved or strengthened, it is very possible to implement steps to improve their bottom lines.

The refusal of training (if your concern is cost) is unfounded as this effort can turn a business around, and infers that the employer doesn't value the employees.

Simon Sinek, a well-known speaker and author, has relayed that the difference in Leaders, who instill and project "trust" to the employees, grow a feeling of safety within their work environment. This makes for a very healthy

## **NAVIGATOR'S OBSERVATION** (Cont.)

work culture. What type of work culture do you want for your company?

Companies today need to prepare and train the future leaders to take the responsibilities of those retiring leaders. Training to be a leader is not something you can learn in even a day's session. It not only takes direct training, but also the person needs exposure and experience with that role. So much of what a leader does is in response to unplanned events. This leads to the fact that a company never knows when a manager or executive may decide to exit. This can happen suddenly, which is why your Human Resources Department should be focused on this process.

Use this period wisely in order to be better prepared for the New Year.

## **DEVELOPING AN EFFECTIVE MANAGER**

Companies use different training procedures and priorities when it comes to preparing a person to be an effective manager or supervisor. Of course, each state has specific laws and priorities for such training. **Compass Career Management Solutions** are experts in many human resource-related situations, including "how to be an effective manager".

A manager or supervisor should learn to understand the different personalities, and each manager must also be aware of each state's laws (i.e. Equal Opportunity and Discrimination, FMLA, etc.), to avoid any major legal issues for the employer.

With our very diverse workforces, it is especially critical that all persons in a workplace are treated fairly and with respect. All have equal opportunities, which can result in bringing together many different personalities. The manager must also be consistent regarding all rules for employees. The mix of different cultures, ethnicities, religions, personalities, etc. can be strengthened with some education on effective communication.

An effective manager should be included in this training and receive some coaching on "good

listening skills". It would be wise for a manager to also be offered "Leadership Training", which would include becoming a person of trust. Employees should have confidence and believe they can TRUST their managers. (A Performance Management Program can help in confirming the effectiveness of this effort.)

## **WHAT MAKES A SUCCESSFUL RESUME**

With over 23+ years of experience in Outplacement and Career Transition, it is clear that there are as many opinions about what makes a "good resume" as there are Resume Writers, Coaches, Career Transition experts, etc. No offense to Human Resources professionals, but many of them do not have strong writing skills in regards to a resume. I have asked many HRs and employers what they seek in a resume, though writing a resume takes a different skill and perspective.

Many employers and HRs seek specific information within a resume:

- An Objective or Summary Statement that specifically says what type of job they seek. I have relayed to candidates that they should include other priorities, like location, and what other key items, industries, size of company, etc. Be specific about what business capabilities you have to benefit the employer.
- What items might an employer provide an employee to ensure retention? Possibly training to extend the employee's skills.
- Be sure to list the skills and competencies that you have to benefit an employer.
- You should be registered with LinkedIn and share your LinkedIn profile on your resume.

**Compass Career Management** believes such a transition should be managed by the candidate by *targeting those companies*, which provide the opportunities you would value for your career, as well as meet your priorities. Once you have a strong resume, it is critical to circulate it with all of your contacts in your network.

## **MAKING A RESUME SUCCESSFUL** (Cont.)

Using experts like **Compass Career Management** aides in having a skilled pair of eyes to avoid items falling “between the cracks” or missing gaps that impartial and experienced professionals are more apt to catch.

Using experts who are experienced in transitions and human resources matters can also reduce the chance of legal entanglements and personality conflicts and behavior.

Employers, you are encouraged to be aware of credible resources, that can benefit you and your company as you face sensitive issues.

## **IS NETWORKING STILL IMPORTANT?**

In 1985 Bill Lewis, a telecommunications consultant, first coined the term “Networking”. Though many people still ask what that means. It was meant **to relay or describe connecting people in order to build a supportive business network**. So what is important or valuable about the word, “networking”? It can be confusing, but by tapping into your circle of friends, acquaintances, neighbors, relatives, past co-workers, alumni, etc., this grows the possibility that eventually, one in your network could have just the “lead” or “contact, who could help you to reach the very person who might know of a great job for you.

Each person in your extensive network is very likely to be a solid resource. Everyone knows people in many states, cities, and industries. As you are able to share details about what priorities you have for your next position or career, that might trigger an idea from that person.

When speaking to your contacts, the key is not to “ask them for a job”, but to relay the criteria or factors for your next job, as well as learn more about other employers and/or see who they might know, etc.

It would also be wise to talk/meet with someone/resource about your situation. Others may have ideas of other careers, which you haven’t even considered. You are encouraged

to keep an open mind. Whatever career you hear of, research it and see if this might be a possibility for you.

Though the plan and hiring process are all critical, TODAY employees want to feel valued and seek training and growth opportunities. Creating a development process for high potential employees is a MUST. Training and Coaching are next steps for a business to have a successful and healthy culture. **TALK TO YOUR EMPLOYEES!** You may not want to hear some comments, but if you truly seek to have a successful business, your employees will let you know what is needed.

## **WHAT IS NEEDED IN A LEADER?**

More of our younger professionals have voiced concern about the trustworthiness and confidence in today’s business leaders. It seems many of our current leaders do not convey a sense of credible knowledge and wisdom, as if they are “winging it” or not researching thoroughly before making a decision. This leads to the question of have these new leaders been thoroughly trained? Have they had enough opportunities to implement their training or could they need some “Leadership Coaching” to better prepare them for “active leadership”?

Numerous current leaders have not had the direct exposure to implement those leadership lessons that were shared through a Leadership Training program. However, these new leaders may have been given a quick overview of a leader’s responsibilities and some advice, but it takes time and practice of these skills to become clear when and how to use these procedures.

With the majority of leadership prospects having little to no experience of leadership practices, their training should include at least a series of 2 or more Leadership Training sessions, and more if shooting for a senior level leader’s role. **Compass Career Management Solutions** created our “*Phased Leadership Training Program*” for this very reason – to bridge this gap and provide solid training.

## WHAT IS NEEDED FOR IN A LEADER (Cont.)

Unless a Leadership Candidate is thoroughly trained and exposed to the situations and hard decisions that Leaders face, they cannot be prepared to provide the direction, support, and encouragement to their subordinates. Leaders require extensive exposure to a wide variety of scenarios and possible resources, as well as training in intense problem solving. Such repetitive drills and exercises position them to be a trusted leader for those subordinates.

When your company is ready to provide serious and practical training to your future leaders, be sure to contact: **Compass Career Management Solutions**. We partner with management to transition your best candidates into your "Future Leaders". Contact our office at 704-849-2500. You are welcome to visit our website: [www.compasscareer.com](http://www.compasscareer.com).

## AN EXCELLENT SUPPORT FOR GOOD WORKFORCE BEHAVIOR

If your company has experienced some workplace behavior that is disrupting your productivity or causing tension within the workplace, consider **Compass Career Management Solution's** "Good Workforce Behavior Workshop". This program has been used by companies with such challenges, and the program has been received in a very positive way by employees.

It is no wonder that our very large, diverse workforce has run into multiple communication incidents. With ages running an extensive range (from teens to 80's+), not mention numerous ethnicities, nationalities, races, and religions, the differences in language, culture, traditions, etc. causes a major gap. All of which cause many misunderstandings, etc.

With an impartial and professional transition expert, this program allows for clarifications, interpretations, open exchanges, a chance to express with others peacefully, which can resolve this gap. Call us TODAY!!! **704-849-2500**. This program can improve productivity & the bottom line, as well as employee engagement.

## DEALING WITH CAREER TRANSITIONS

Most people know of Outplacement, though not everyone has experienced it. Our firm, **Compass Career Management Solutions**, has provided Outplacement since we began in 1994. However, we have expanded our services to assist with a variety of human resources transitional issues. Initially, we were only hired by companies, though over time, more and more individuals have hired us to work with his/her own career transition.

A job search today requires that a person use a focused, very strategic approach, which includes being very organized and clear of the position a person wants. We walk people through exercises that help them understand themselves better to make decisions about themselves. Basically, we try to put that person back into the "driver's seat" of their lives.

This is our expertise, our livelihood. We have extensive experience and a broad network, which is why we charge for our services.

Compass Career Management Solutions would be pleased to be of support to your company.

For more information, please contact Robyn Crigger at [rcrigger@compasscareer.com](mailto:rcrigger@compasscareer.com) or visit our website to learn more: [www.compasscareer.com](http://www.compasscareer.com).

**Compass Career Management Solution** has an extensive list of HR Transitional-Related Services to assist businesses become more SUCCESSFUL! Other services include:

Team Building                      Effective Communication  
Leadership Training      Workforce Behavior  
Executive & Strategic Coaching  
Supervisory/Mgmt Training      Ethics Training  
Performance Management/Performance Culture  
Customer Service Training      On Boarding

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This newsletter is published by Robyn Crigger of Compass Career Management Solutions. [www.compasscareer.com](http://www.compasscareer.com)

**MERRY CHRISTMAS!!!**  
**And a HAPPY & HEALTHY NEW YEAR!**