



**Winter Frost**



**Warmth of Caring**

**COMPASS CAREER NAVIGATOR  
February 2018**

**NAVIGATOR'S OBSERVATIONS**

Starting 2018 we experienced one bout of snow along with cold temperatures to remind us that we are in Winter. Still, compared to the mid-west and northeast, we cannot complain. However, even with one snowfall, Charlotte finds itself with multiple car accidents and the bursting of water lines. What a mess! Plus such events cause closing of schools and businesses. Thank goodness for our scarves, which are put to good use around our necks.

Some people still make New Year's Resolutions, only to break them as quickly as they are made. Still, some resolutions are good and needed to make for a better year.

We can all stand to work on improving ourselves, but start with small goals in a serious effort to improve ourselves. With each accomplishment, you can chart what ways can help you to become more and more healthy.

There is not only a need for personal health resolutions, but there is also a need to improve a supportive coaching to improve one's time management or other positive attitudes, etc.

A concern these days includes the extreme increase of flu cases, of which the number of deaths is multiplying. Even for those taking flu shots, there is still a chance of catching this deadly health condition.

When turning on the news, perhaps you have noticed numbers of horrendous accidents, like the train that derailed in the state of Washington, falling onto a major highway and hitting multiple cars, causing more havoc. That

was a new "fast-paced" train, which was going even faster than it was supposed to have been. Recently, a train that left Washington, D.C. with a large number of congressmen, headed for a retreat in WV, ran into a large truck and causing most of the train to derail. It is discouraging to see these large accidents, which seem as if they should have been avoidable.

Another item that has captured peoples' attention is the sale of the Carolina Panthers. The team and organization have gained the hearts of the community. Though they haven't seemed to have played as well this year, most would be devastated if the Panthers moved elsewhere. The talk runs wild about who "might" purchase the team. Only time will tell.

It seems discouraging that the man, who bravely sought to bring an NFL team to Charlotte and the Carolinas, and who has been known to do so much good will as well as being a great supporter of our Metro, just to receive "finger pointing" of poor behavior. No one is perfect, yet was it necessary to come to this?

There are so many issues and concerns among our society, though we are still better off than so many other places around the world. Charlotte is not perfect, but no place is. But in order to work at making our Metro a safe and healthy place to live, we all need to do our part by following our laws, not trashing our community, supporting others with a helping hand, etc.

From providing a warm coat, clean clothes, and a healthy meal are ways to help your neighbor. None of us know when we might need the same. All are also encouraged to keep our women and children safe from harm.

## IS YOUR WORK PLACE A POSITIVE ENVIRONMENT

This topic has been circulating quite a bit over the past few years. Though most work places are safe and reasonably positive, there are always some managers or employers, who possess overly strict rules or convey a lack of flexibility”, making employees feel intimidated. There are also some employers who are more interested in making money than the treatment of their employees. However, we do encourage employers to allow for regular “conversations” with their workforces, listening to their concerns and providing necessary support as needed.

One excellent way to improve the work environment is to implement a proactive exchange between owners and employees. The “old-fashioned annual reviews” do not allow for this. There is now an obviously better resource, which is “web-based”, allowing for a more effective outcome, encouraging open exchanges between employee and employer.

Furthermore, a company needs to encourage healthy, mutual exchanges, being respectful of each other. There are some employers, who tend to “hide” in their offices with closed doors, making them inaccessible. When employees see this behavior in owners, it causes a wedge between employers and employees.

In response to building a healthy work environment and developing an open exchange with employees, more positive responses will grow. As it is, our workplaces possess a very diverse group of people, and they would benefit from the opportunity of structured group exchanges. Currently, there exists many misinterpretations and misunderstandings that are caused by a large communication gap.

Compass Career Management Solutions has experienced providing “**Behavioral Workforce Programs**” due to an increase of inappropriate behavior among the workforces. If we can assist your organization with this program, please contact us NOW!

## HOW TO HELP YOUR EMPLOYER TO STRENGTHEN YOUR COMPANY?

Business Owners often start a business on the smallest scale, even out of a garage or basement, which suddenly “takes off” and grows so quickly that the owners don’t have the time to develop a strategic plan. Instead, they may feel forced to jump into the fire, managing as best as possible.

Though the business seems to be very successful, it is more like an out-of-control train, increasing in speed with no real track to follow. That may sound exciting, but it is more like a fire out of control.

What helps the most is to provide the Owners with a **Strategic Coach**, to help the owners identify areas of serious concern, as well as possible needs of specific personnel or other tasks that need addressed. This **Strategic Coach** builds a strong bond with the owners or business leaders in order to help them to develop a structured plan, including key tasks, designating people to take charge, receive training as needed, along with creating a specific timeline.

The *Strategic Coach* needs to have an open and honest relationship with the owners, clarifying their responsibilities and accountabilities for the company’s outcome. Such a relationship can grow and strengthen the owners, making them much more effective and successful. The **Coach** may even suggest specific training to enhance their abilities.

Strategic Coaches for Business Owners can be used for a few months or even years, if the company continues growing and the owners need that outside perspective to help them stay focused on efforts, training, or guide the process for a delivery of positive outcomes.

Companies would often greatly benefit from an experienced **Strategic Coach**. These Coaches should not be an employee but an outside consultant in order to provide impartial guidance. Once the Coach identifies the specific needs, a plan and timeline can be set.

## **HOW TO HELP OLDER EMPLOYEES PLAN A POSITIVE RETIREMENT LIFE?**

Most programs that I have seen or heard to help Seniors with Retirement is usually geared for the financial aspect. Obviously, that is highly important, though many Seniors talk about the challenge with daily life as a retiree. With limited funds when retired, one of the hard parts about selecting activities, etc. to do is that most are costly.

The other aspect which concerns many of the Seniors is how easy they can feel isolated and become depressed, if they feel they cannot afford to get out. With this in mind, here is a way to assist those employees in order that they can find ways to mix with others without adding expenses:

- Compass Career Management has been known to arrange for a "Senior Citizens' Activity Fair", which brings together numerous organizations and activities to be considered in their future retirement.
- Such a Fair invites many groups and organizations to bring lots of information and data to share with your employees, as well as representatives to answer questions.
- Compass Career can work with your employer or human resources rep to learn of any special interests, needs, as well as parts of town of your employees, which helps to include appropriate groups to your organization's fair.
- These "fairs" are customized for your employees and can include a wide range of interests, needs, etc. It only takes an exchange with your organization's representative, checking calendars, making sure to design the event with any special needs.
- The employer is responsible for the location of this Fair and any other additional expenses due to their employees' needs.

**Compass Career Management Solutions** are experts *managing many types of transition and carefully and strategically arrange the events for best results.* Whether your transition affects

ten people, 50 or more, using *transition experts* like **Compass Career Management** can relieve your company of unnecessary stress and can be a big help to those employees, who need to prepare for this BIG transition. With our extensive years of experience, we have grown a very large network of resources.

*Retirement should be a positive transition*, but it does come with multiple challenges. Providing this venue can ease the stress of feeling isolated or lonely. Most people need to continue to mix with others, which actually keeps them healthier.

Please give serious consideration of having Compass Career Management to partner with your business leaders to assist your senior workers with viable and reasonable opportunities, that will enrich their lives. Our process is comprehensive as well as flexible. Contact us **TODAY!**

## **LOOKING FOR A WAY TO UNDERSTAND CONCERNS/NEEDS OF EMPLOYEES – OFFER SURVEYS AS ONE TOOL**

As our workforce grows and includes more diversity than ever, one useful, accessible resource, which also provides anonymity, would be an Employee Survey. Business Leaders and Managers should be aware that many employees are stressed or frustrated. If the employees are not actually verbalizing this, chances are you can see it on their faces.

Employee Surveys can be personalized to include a variety of topics, which employees of different ages, cultural background, or personalities with different interests, goals, and capabilities can share their priorities.

Compass Career Management Solutions recognizes this as another type of transition. We are prepared to design a strategic survey, allowing employees to relay their preferences or goals. Employers would be wise to utilize this resource to help educate themselves on how to strengthen employee engagement, which will increase productivity. Such efforts can actually assist in increasing the Bottom Line. Let Compass Career create a survey for you.

## **DON'T NEGLECT TRAINING YOUR MANAGERS AND SUPERVISORS**

It is amazing how many employees comment on their lack of trust and confidence in their Supervisors or Managers. They question their decisions and directions. Many employees doubt that these "leaders" are doing what is best for the company's future. Employers need to take a hard look at their selection of Managers, and if the training being offered is effective for Managers and Supervisors.

The issue isn't necessarily the person's integrity, but concern about the wisdom of these Supervisors. Some employees even relay odd behavior of some managers. An employee can be hard working and competent, and yet not be suited for "management". Many "good employees" have no interest in a heavier role, training or giving them direction, or be responsible for other employees.

What do you use as a criteria for an effective manager or supervisor? What skills, competencies, characteristics would you expect a good "manager" to have?

It may be wise to review what are the standards that you believe should be included in selecting solid Supervisors and Leaders? Remember that being a "good employee" should not be your gauge. Such guidelines should probably include:

- A person of strong ethics
- Have good time management and organization skills
- Should be an effective communicator (including good "listening skills")
- Be diplomatic and sensitive to others.
- Always be honest and professional
- Be one with good follow-up skills
- Possesses ability to be strategic and be a good problem solver
- Be resourceful

Employers are encouraged to provide your supervisors and managers with a credible Supervisor and Manager Training Program like one by Compass Career Management Solutions. Talk to us today. Allow us to get all of your Supervisors on the "same page".

## **REPLACING ANNUAL REVIEWS WITH A "WEB-BASED" PROGRAM**

Annual Reviews were actually initiated in "Biblical Times". When I researched this, I could hardly believe it!!! Plus the fact is, most have felt the "annual reviews" were not really working, and yet people have continued using them instead of "making a change". Most do NOT like change. However, Compass Career Management learned of a very effective alternative over two years ago.

We encourage employers to allow Compass Career Management Solutions to inform you of this excellent, web-based performance evaluation program, which will dramatically improve employee engagement as well as increasing your Bottom Line.

Contact Compass Career Management Solutions to learn more about this Performance Management program. This is not only liked by employers, but employees are very pleased how it helps with communication and clearing up expectations. Let us hear from you!

**Compass Career Management Solution** would be pleased to be of support to your company. For more information, contact Robyn Crigger [rcrigger@compasscareer.com](mailto:rcrigger@compasscareer.com) or visit our website: [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! Some services include:

Team Building	Effective Communication
Leadership Training	Workforce Behavior
Strategic Planning	Outplacement
Supervisor/Mgmt Training	Educ. Retirement
Performance Management	Empl. Surveys
Customer Service Training	Strategic Coaching

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

*Happy Valentine's Day!*