



The Green Hillside of Ireland



**COMPASS CAREER NAVIGATOR
March 2018**



Light Breezes for Kites

NAVIGATOR'S OBSERVATIONS

Our nation continues to experience so many emotions from all directions: school shootings, debates about guns, celebrities sharing experiences with offensive behavior, threatening nations using nuclear tactics, etc. Don't dare ask "what next?"

Surely, no one wants to see violence escalate. There is too much already – in homes, schools, workplaces, airplanes, etc. Since it does exist, companies have to take measures to protect their employees and customers. The human resources professionals are dealing with a lot these days. All are encouraged to create a safer, more respectful approach to each other.

Our company's slogan is "*The Winds of Change Bring Opportunity*", which is meant to encourage all to be open-minded and flexible, as well as sensitive to each other.

Our country has been fortunate in many ways, but we can't keep taking that for granted. As more people come to America, we should encourage each one to be a contributor and join us in keeping our citizens healthy and safe.

The same is true in our workplaces. Each employee can benefit the company, while earning a living. We should not be critical or disrespectful of each other. Instead, let us be supportive to others by simply being more flexible and good listeners for each other. With an open mind and being respectful, there could be a reduction of conflicts -- making our companies and communities more productive, growing positive and with stronger bonds.

THE NEED & IMPACT OF STRATEGIC COACHING

Business Owners and Employers have a huge responsibility of leading and managing businesses, knowing when to make changes or seeking out new ideas, products, and services, locating effective employees, developing an innovative program or process to excel in their industry, etc. With so much at stake, these Business Leaders experience a lot of stress and uncertainty about each decision, as this could negatively or positively impact their employees. These Leaders need an experienced and insightful professional to help them sort through the fact and fiction, determining which ones can elevate their organization to a "bright, successful future".

Today's "Strategic Coaches" are sought out for their skills of both being good listeners and being tactfully direct in order to encourage these Leaders to recognize credible and effective solutions, while avoiding ones which are "all show but no substance".

A STRATEGIC COACH must be confident yet humble. They are skilled in making good decisions, yet they exist to strengthen the confidence of Leaders, teaching them how to recognize grounded insight and knowledge. A Leader also needs to identify solid and productive talent. Good Leaders need a strong and wise team. A Strategic Coach provides an impartiality, as well as honest feedback. There needs to be a "mutual respect" between Coach and Leader. This bond is invaluable.

EMPLOYERS, USE AN EMPLOYEE SURVEY TO GAIN AN INSIGHT INTO WORKFORCE

Employees want to be understood by their employers and have them to respond to their needs and concerns, yet employers want to be careful not to overstep their boundaries. Some issues and needs many employees request from employers include:

- Be offered career development and training.
- Others desire to move up the corporate ladder, including more responsibility.
- To some employees, they wish to build a stronger relationship with management, and possibly contribute more to the organization.
- Another comment that employees have been known to share is for the Employer to have regular meetings with the general workforce where questions could be asked or ideas could be offered.
- There are those who might mention some smaller type requests for the workforce in general (i.e. some exercise equipment, individual items for their Break Room, some small perks, etc.)

If there are any bigger issues or concerns, providing a confidential **Employee Survey** is a way to inform the Employer, giving him/her a chance to consider the weight of the issue and how it might be resolved or addressed.

Without some way for employees to share their issues with the company, tension and stress could escalate, building up to a bigger issue. And having these matters being relayed privately, it positions the Owner/Employer to give thought various options in addressing this.

Compass Career Management Solutions can customize a short and focused survey that could give specific insight into the mindset of the workforce. This takes little time, and with the survey results, the Owner/Employer has a quick glimpse into what would be considered more pressing. If there happened to be any mixed signals or unclear issues, meeting with a

few small focus groups could help to clarify the feedback. From there the facilitators could determine or offer some possible resolutions. The **KEY to this effort** is to be sure the Employer follows up with the survey using some specific and reasonable solutions in addressing any issues or concerns. This proves the Employer is being supportive and encourages a positive working relationship.

Using an Employee Survey and demonstrating a sign of sincerity with productive follow-up steps should energize and greatly improve the Employee Engagement of an organization.

COMMUNICATION: THE WEAK LINK IN MANY ORGANIZATIONS

If you were to talk with most employees, what would most say is the biggest lapse or weakness in their organizations? In my many years of conversations with employees (and employers), most have said “poor communication”. For some employees, they say their employers **NEVER “listen”** to them, much less ask for input. Other employees complain that their employers never talk with them. Only bark out commands. Of course, it is said that Employers never ask for opinions. Would you agree?

The fact is EVERYONE wants to be heard, and most value a healthy verbal exchange. Therefore, If Business Owners separate themselves from their workforces, what are their employees to think? Most might interpret this behavior as the Employer does NOT care about them. It is understandable that as a company becomes large in number, arranging exchanges between employer and employees would surely be difficult. Still, there are ways to address these situations.

If Employers would create a way to meet with employees at least occasionally, what would you say would be the employees’ reactions? Chances are those employees would be impressed with the willingness and effort the employer made to “communicate” with his/her workforce. Open yourself up, Employer!!! Show your employees that you DO care!!!

WHAT CAN BE LEARNED FROM ECONOMIC REPORTS THAT COULD BENEFIT BUSINESSES?

I've lost track of how many years I have been a member of the Charlotte Economics Club, but I can tell you that it is one of the most professionally educational venues, where I always gain important nuggets of knowledge.

As a Business Owner for almost 24 years (this April), I always credit John Silvia for introducing this organization to me. For those who have wondered how our business world is connected, and what spurs growth, etc., I can say that this venue teaches me so much every month. The programs are filled with insight and factual data that helps to grasp "how our world turns", so to speak.

Actually, many in business could benefit from these informative programs - Business Owners, CPAs, Business Development experts, Accountants, Financial Investors, etc. What happens around the world can easily affect industries on the other side of the globe.

Whether you own a business, are trying to make some wise investments, are planning for changes in the future, etc., the Economic Club provides a wide range of speakers, who address numerous issues involving our economy. Recently, I heard a program about how one county in our Metro has grown so dramatically that there are many ways this county will need to prepare for adjustments. With growth (new home construction, new businesses coming to town, there are many needs that will must be addressed immediately - - more schools, hospitals, expansion of utilities, police, fire stations, etc. As these needs are increase, the county will find itself requiring more funding.

Usually with such fast growth, an increase in taxes are required. Growth is a positive thing, but many don't realize what demands follow. Therefore, all are encouraged to become more informed about your local economy and beyond. (NOTE: Construction is one industry that is also growing as more come to NC.)

HOW TO PROACTIVELY PREPARE AND MANAGE YOUR GROWING WORKFORCE

The Charlotte Metro has always been a draw to a lot of people living elsewhere. It is an attractive city with mild winters but an obvious change of seasons. Not only do individuals like Charlotte, but many companies make this their home as well. The last statistics I heard was that approximately 40 people move to the Charlotte Metro each day. Of course, with this substantial growth, the demands and needs for its growing population constantly increases.

In addition to our growing population is its diversity. This is a good thing – like when America first began. People from all around the globe are making Charlotte their home. This exciting growth can also experience mixed emotions, miscommunications, misunderstandings, misinterpretations, etc. Different languages, cultures, religions, etc. means our community should learn and understand these differences.

One way to manage this growth/change is for Employers to be encouraged to provide some "Team Building" and "Communication Workshops". There needs to be a conscious effort to build a healthy relationship with our fellow citizens. Work is an excellent place to bring people together and open the lines of communication and reduce conflicts/barriers.

There may also be a need to educate **Supervisors and Managers** on helping to strengthen this effort. If Supervisors and Managers demonstrate the value of open communication, this could encourage others to do the same. Your Supervisors and Managers are excellent role models, and they can promote mutual respect and to treat everyone the same. These people are the ones the subordinates look for guidance, and they trust these immediate leaders to set the example. This is an excellent reason to provide these people with an effective program, as they need the skills of a "leader". Give them a strong foundation so that they can develop other good employees. These are the basis for a "healthy, productive workforce."

IS YOUR HIRING PROCESS DELIVERING SOLID EMPLOYEES FOR YOUR COMPANY?

A recent article relayed that many companies admit to being unhappy with those they have hired? Why is that? In speaking with some human resources professionals lately, I heard some disappointing but not uncommon remarks about interviews they had experienced. The majority noted that other business professionals had poorly handled interviews, neglecting some job candidates, ignoring some candidates, not following through with promises, etc. Is that how our business professionals have been taught to be with other associates?

One question that I have been wanting to ask as I hear many concerning stories about the behavior of our business professionals today: **WHAT HAS HAPPENED TO THE EXPECTATION OF EDUCATED EXECUTIVES TODAY? WHERE HAS “PROFESSIONALISM, BEING COMPETENT, AND ACCOUNTABLE” GONE?**

Though colleges are producing many college graduates with business degrees, the caliber of many seem to have dropped to a much lower level. I've been to multiple banks and found some college-educated people, who don't demonstrate what was considered "professional behavior". But this is not just in banks. Across the board, companies of all kinds don't appear to encourage or require employees to be "competent" in their jobs or even "accountable" to do all that they should be doing. Why is that? The Boomer generation was told to "take pride in what they did", as poor work ethics was a negative reflection on the person and family. This may sound dated or backward, but when I say that I will do something, even if challenges interfere, I commit to see it through!

Many in business today do not take such an attitude or feel so committed. Shouldn't people take their tasks seriously? Should all working people be more lax about their job responsibilities? Your responsibilities are on you. There shouldn't be excuses for everyone, but instead we should all be accountable. An employee should take pride in his/her work and

not be one to have excuses so to be "off the hook". We all should be doing "our part" in earning our way. Are you being accountable?

The fact is most of us expect an employee to do "their jobs", so how do employers teach and encourage that attitude? Perhaps this attitude about "being responsible" falls back on what parents are teaching their children. Give this matter thought as it is a growing concern.

REPLACE ANNUAL REVIEWS WITH A “WEB-BASED” PROGRAM

Annual Reviews were actually initiated in "Biblical Times". When I researched this, I could hardly believe it!!! The fact is, most believe the "annual reviews" have not been effective, and yet companies refuse to "make a change". However, **Compass Career Management Solutions** learned of a very effective alternative over two years ago.

Employers, allow Compass Career Management to inform you of this excellent, web-based performance evaluation program, which will DRAMATICALLY improve employee engagement and increase your Bottom Line.

Compass Career Management Solution supports your company. Contact Robyn Crigger. rcrigger@compasscareer.com; our website: www.compasscareer.com. Some services include:

Team Building	Strategic Coaching
Leadership Training	Workforce Behavior
Strategic Planning	Outplacement
Supervisor/Mgmt Training	Educ. Retirement
Performance Management	Employee Surveys

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This newsletter is published by Robyn Crigger of Compass Career Management Solutions.



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