



COMPASS CAREER NAVIGATOR November 2017

NAVIGATOR'S OBSERVATIONS

With Fall, comes a reflection of all that has happened throughout the year. Yes, another year is concluding. Our world continues to be full of one challenge after another, yet I believe it is more important to count the positive happenings in our lives. Though we in America have our hurdles and some hardships, we really are very blessed.

Other countries have countless people starving, face extreme health tragedies, or wars. Granted, we have people here facing terrible health issues, and many of those do not have a solution to their medical conditions. However, tragedies strike everywhere, which is why we should reach out and help one another.

Many parts of our country have had terrible weather catastrophes: hurricanes, fires, mud slides, flooding, tornados, etc. As the devastating weather passes, communities are left trying to clean up and are in desperate need of clean water, electricity and medical supplies.

The forecast for our Carolina winter seems to be "mild". No guarantees, of course. Since many people move here to get away from cold winters, this news should make them happy.

Charlotte is fortunate to also have more companies moving here. In fact, you can drive down almost any street and see construction going on. That image is one which relays to many in business as a "healthy and growing

economy". Although one key word to describe what's happening here is "*CHANGE*". Charlotte, like many other progressive cities, strives to attract more businesses and people. With both come the need for more homes, schools, hospitals, stores, etc. Charlotte has been the destination for many companies and families. The challenge is keeping up with the needs. This repetitive cycle is what makes "*CHANGE*" a challenge. Still, economists would say the cycle is also what makes places like Charlotte healthy and progressive.

Even with all this activity, it may be hard to comprehend that there still exists "reduction of employees". In fact, the job market just continues to be more and more competitive. For those caught in a Career Transition, they can tell you that locating and landing another solid job is HARD WORK!!!! That is why companies are encouraged to provide Outplacement to those affected employees.

As we approach THANKSGIVING, we should all take time to express our love for each other and to count our blessings for having a job, a home, good health, food, as well as family and friends. We are also fortunate to live in a country, that allows us to be free and safe. Although most are surely aware that there are those who try to take that away. Therefore, we can't take that blessing for granted.

HAPPY FALL AND THANKSGIVING!!!

WORKPLACE BEHAVIOR

Our office has received and spoken to numerous companies, who have experienced a variety of behavioral issues in the workplaces. I told one HR Professional that this was not a big surprise to me, as for years I have heard countless companies share that their top challenge was "Communication".

With at least five generations working in any company, imagine a grandfather working alongside his granddaughter and what their conversations must sound like. Every generation has always found it difficult to relay to their elders, as trends, fads, different opinions, and contemporary jargon interferes.

Then throw in different cultures, nationalities, ethnicities, etc. and the "differences" cause a large wedge between them. Even body language can be mis-interpreted or understood. With all these "differences", one misunderstanding leads to another.

If employees are showing a lack of respect and taking any misunderstanding to the "next level" of being intentionally hurtful, insulting or abusive, then the companies NEED to take a direct approach to their workforces and train all on "proper workplace behavior". This begins with your company leaders, who should instruct all employees to take responsibilities for their behaviors and be open to learn and better understand their co-workers. Though everyone is different, each are still human beings who need to respect each other.

This workshop covers many scenarios and can greatly benefit the work atmosphere and culture, which should positively improve the company's productivity. Employers and Managers are encouraged to give this program serious consideration.

PREPARING FOR WORKPLACE VIOLENCE

Our company, **Compass Career Management Solutions**, are experts in many human resource-related situations, including support with managing strong or difficult personalities. Our very diverse workforce has resulted in

bringing together many different personalities with some clashing with others. This often involves more with personalities, though other factors can be involved.

It is not necessarily that anyone is really "difficult", but misunderstood or misinterpreted. There are also those people who tend to be more sensitive and unable to manage or express their feelings without violence.

A very useful program to help a company with such situations is to provide Managers and Supervisors with strategic and insightful guidance, which usually involves several "role playing" exchanges. Until a manager is faced with an upset or angry employee, it is hard to say how your manager would respond. Therefore, it helps to bring small groups together and teach them how to evaluate a situation, as well as know of different ways to approach such a person.

Compass Career Management sees this as another human resources skill that can be "life saving". By being insensitive, the sensitive employee could become more emotional and even violent. Employers are encouraged to take a proactive approach in addressing this volatile scenario by training and preparing managers and supervisors to be better prepared. Our services can be used to strengthen your organization and help them be more productive and successful.

Most employers are not aware of an employee's personal life or demands. They could be financially strained or dealing with an ill spouse or child, etc. There could even be an harassment going on at home or work, which can cause an employee to eventually snap.

BEFORE a sensitive situation develops in your workplace, encourage your employer to provide training on how to recognize and prepare for an "upset employee". Or for that matter, it could be an "upset client or spouse", etc. Using experts like Compass Career Management aides in preparing for a situation by having an experienced professional present, and still when it comes to people, anything is possible.

HOW TO BE AN EFFECTIVE MANAGER

There have been many “*good employees*”, who have demonstrated being responsible and dependable, then asked to become a “manager”. However, the criteria for a “Manager” includes much more than being responsible. A Manager should possess high integrity, good decision-making skills, should be resourceful and confident. Most managers or supervisors are those key people who are needed to make small but daily decisions, especially when Executives or Company Leaders are not available.

Because Managers will be expected to make some decisions and handle daily employee issues, they should be given Managerial or Phase I of Leadership Training. Those considered for a management position should also go through an assessment in order to gain some insight into their personalities and any areas that might need more coaching.

Compass Career Management can provide that expertise of human development, which can strengthen those weak areas and give direction to better utilize their strengths. When it comes to managing employee behavior or issues, a manager could be called upon to reduce any chance of poor behavior that could lead to legal entanglements and violent behavior/reactions.

The selection of Managerial Candidates is critical for Employers. Effective Managers are a valued resource, who can benefit you and your company and help address sensitive issues.

THE VALUE OF TEAM BUILDING

Within a company many of the efforts require using a cohesive and productive team, who works so well together as if they are one moving part. However, an effective “team” needs to be made up of complimentary personalities, so that team members can anticipate another team member’s needs and actions. Therefore, each team member should have complimentary skills and personalities.

When working on a company’s projects, the selection should be based on the team’s ability

to smoothly and efficiently use their efforts and energy to quickly respond to each need, succeeding in their goals.

An effective team won’t waste any effort on ego or emotions, but stay focused and be productive. This is another area of business where using assessments with your employees should benefit the goal of pulling together a more progressive team. The employer should be cognizant of blending personalities and skills to deliver a “smooth-running team”, who, in turn, will be able to be more productive.

NEW GENERATION OF LEADERS?

More and more Leaders and Executives are exiting now more than ever. Managers play an important role and do a LOT on a daily basis. However, an Executive or Leader is expected to make those “tough calls or decisions” that could affect a LOT of people. Therefore, these Leaders must be well trained and experienced in order to make good choices.

With that being said, and with so many Leaders exiting, it can cause a major void within an organization. Unfortunately, many companies have NOT been training new leaders to fill those slots, and such training takes “time”.

There are some employees who have received some amount of training or placed in a role where they have learned some leadership skills. The varied levels of experience and training is more common than not. This is one reason Compass Career Management developed their “**Phased Leadership Training**”.

Employers and Human Resources Professionals are encouraged to consider the **Compass Career Phased Leadership Training**. It takes time to train good leaders!!!

Interestingly, many of the younger professionals have shared some concern about a lack of competency of their Leaders. For years companies have had responsible and dependable Boomer Leaders, but as they exit, how confident will your organization be with the new generation of Leaders?

COMPASS CAREER GIVES BACK TO CHARLOTTE AREA SHRM

Compass Career Management has been a LONG-TIME supporter of the Charlotte Area SHRM (Society of Human Resources Management) . Bill and I know how this organization has provided information and assistance to so many HR professionals all across the city, state, and nation. Human Resources is one area of business that supports the employers and employees. I have always called HR the “*Heart of a Company*”.

For many years (and we have been in business for over 23 years) Compass Career Management Solutions has provided a FREE Human Resources Job Support Group (HR Roundtable) as a way to pay respect to the Charlotte Area SHRM.

We have opened our doors to help those hard working HRs, sharing advice, insight, contacts, etc. to move forward in their careers. I share this now to relay to this Human Resources professionals that we believe in “giving back”. People register for this Roundtable via the Charlotte Area SHRM website.

Another “give back” is sharing valuable, credible and useful resources. You will see articles about some valuable and respected business resources in our newsletters. You can be assured that any resource mentioned in our newsletter is of high ethics and workmanship.

A PERSONALIZED APPROACH OF COMMUNICATING TO VALUED CLIENTS

Though we live in the “digital”era, I don’t know many who don’t appreciate receiving a meaningful message in attractive colors and images in their mailboxes.

A company called “**CLIENT LINKER**” provides personalized, customized cards for those who like to distinguish themselves from others, while relaying their appreciation of a client.

Most of us receive more email and texts than we can read. But opening your mailbox and seeing a colorful envelop with a customized message can perk up your day!!!

Marianne Linker, owner of “**Client Linker**”, has provided this service for quite some time, and you can personally select attractive cards and postcards, often with an image to help connect with the receiver. The messages are also customized, caring, and respectful.

In a day when so much of our communication has nothing “personal” about it, Marianne Linker offers a special communication venue to help bring people together. Check out her website: www.clientlinker.com or call **704.243.4635**

DEALING WITH CAREER TRANSITIONS

Compass Career Management Solutions has provided Outplacement since we began in 1994, though we have expanded our services which include addressing a variety of human resources issues. We are usually hired by companies, though some individuals have used our services.

A job search requires that a person uses a very strategic approach, plus teaches the candidate how important it is to be organized and be clear to convey what type of position is preferred. We walk people through exercises that help them make decisions about themselves. We try to put that person back into the “driver’s seat” of their lives. We’re NOT a placement service.

In addition to Outplacement, we do offer Leadership Training, Team Building, Management/Supervisory Training, Workforce Behavior, Customer Service Training and Effective Communication Training, etc.

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, call 704-849-2500, or visit our website to learn more: www.compasscareer.com.

Compass Career Management Solution provides an extensive list of HR Transitional-Related Services to assist businesses become more SUCCESSFUL!

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