



## COMPASS CAREER NAVIGATOR October 2017

### NAVIGATOR'S OBSERVATIONS

Fall has taken its good time in reducing temperatures! After a HOT summer, I was ready for a cool fall, but Mother Nature was in no hurry. Most people love to see the leaves changing colors and the fall vegetables produced and on the stands.

It has been unfortunate that we have also had a series of bad hurricanes, which have caused horrible damage to multiple places as well as the number of deaths and injuries. It will take an extensive amount of time, money, and effort to restore so many places to being livable. Just regaining clean water will be a HUGE undertaking.

So often the fall is also a time when companies take a hard look at their financial status and decide the only way to keep their businesses alive is to reduce their workforces.

Though our firm has been providing effective outplacement for employees since our beginning (1994), it has become another passion of ours to help 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.

For employers to refuse training (based on its cost) when this effort could turn a business around, it infers that the employer doesn't value the employees enough.

Simon Sinek, a well known speaker and author, has spoken about the difference in Leaders, who instill and project "trust" to the employees, and grow a feeling of safety within their work environment. This makes for a very healthy work culture. What type of work culture do you want for your company?

Another focus for companies today is to prepare and train your future leaders to take the responsibilities of those retiring leaders. Training to be a leader is not something you can learn in a short time. 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. That leads to the fact that a company never knows when a manager or executive may decide to exit. This sometimes happens suddenly, which is why your Human Resources Department should be preparing this process.

Use this period wisely in order to be better prepared for the New Year. Meanwhile, have a **HAPPY FALL!!!**

### HANDLING DIFFICULT PEOPLE

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. The mix of different cultures, ethnicities, religions, personalities, etc. results in a need for educating on communication.

## **HANDLING DIFFICULT PEOPLE** (Continued)

It is not necessarily that anyone is really “difficult”, but misunderstood. To bring small groups together and allowing them to learn more about each other, creates better working relationships.

Compass Career Management sees this as a transition, which is happening all over our state and beyond. Employers are encouraged to take a proactive approach in addressing this weak area and turn this transition into a team building effort. Our services can be used to strengthen your organization and help them be more productive and successful.

Remember that such changes can also come about via transitions, like “Mergers and Acquisitions”. Whenever an organization goes through any type of transition, leaders should approach this in an organized and educational manner. 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 violent behavior/reactions.

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

## **PERFORMANCE MANAGEMENT**

If your employees were asked how your company ranks as a proactive and positive work environment, what do you think they would say?

What amount of “turnover” does your company experience? Are your employees willing to encourage others to work at your business? These are two questions that can be a big indicator if there is a problem.

When was the last time your employer walked through the office and took time to “really” talk with the employees? If this was done, was this

considered “unusual”? If it is seldom done, it would be a flag to many employees. However, this is a technique that can build great rapport with employees. Especially if the employer knows their names and other details about most of them.

When employers/leaders show genuine interest in their employees, it is a sign of a very wise leader. A company needs each person to feel they are making a positive contribution. When employees believe that, they are more likely to be more productive and enthusiastic about their jobs.

Though an employer’s actions are critical to the success of a business, he/she must also select a wise, experienced and diverse management team, who are trained to be “effective and supportive” to all employees. There needs to be a mix of professionals, who have a similar philosophy with the employer, but with other skills and expertise to add to the “leadership”.

In order for a company to grow in a healthy way, an important aspect of the organization is to have a practical and efficient recruiting process. They need appropriate and capable employees. Factors include having a sound business plan, clear job descriptions, current data on local salaries, and only the key people involved in the recruiting process. Performance Management must be strategic.

1. Prioritize needed positions to fill.
2. Have clear and accurate job descriptions for each position, researching fair compensation.
3. Select creative and most effective recruiting venues and to implement specific follow-up steps.
4. Use only key associates to be involved in the interview process and follow steps accordingly to your lead recruiter, contacting those chosen ASAP.
5. Provide all selected candidates with thorough “on-board” training by a specifically designated employee.
6. Have a follow-up process in place to check on the new employee’s status and confirm goals achieved or provide extra training if needed.

## **PERFORMANCE MANAGEMENT** (Continued)

7. If after 30 days the new employee is not doing well, see if he/she may be better suited for another position with a release being the last resort.

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 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 should be encouraged to let you know what is needed.

## **ISN'T IT TIME TO REPLACE ANNUAL REVIEWS?**

Annual Reviews have been obsolete for many years, and yet so many companies continue to use them. Why? Are they too lazy to make a change, they don't like change, or don't want to spend money on something new?

Most in business have known for years that "Annual Reviews" are NOT effective or productive. Many businesses have been dealing with "workplace behavior issues" for at least 2-3 years, if not longer. **Compass Career Management Solutions** discovered a practical, effective web-based tool in recent years. It is reasonably priced, and both employers and employees have found it to be insightful, customizable, and effective.

Some might ask "why such tools are needed, or what difference do they make?"

1. The younger generation feels a strong need for clarification about their jobs/positions in a company and want to understand how they are doing, or if they should receive guidance in order to improve in their roles. This factor is a HUGE one, requested by most.
2. Another issue some ask is regards the employees' efforts and concern about

how they are contributing to the organization, compared to other employees. The more details offered, the better this workforce responds.

3. Today's workforce needs more frequent feedback on their work than once a year. Waiting a whole year to receive insight on how effective an employee is in his/her work performance is too long. Experts in this area suggest 2-4 meetings a year to discuss how an employee is performing. In addition, the more a manager can explain how an employee can better, the more content the employee. Many want to make a positive impact for their employer.
4. Performance tools that provide a visual reflection to show an employee where he/she stands in the organization is a big help to the employee
5. To add to the need for better understanding among the whole organization, employees do want and request opportunities to receive training as needed, to help them improve.
6. Communication itself between employees and their employers is very important and valued.

With credible and effective performance tools, an organization can reach new heights of success. Improving their communication and clarifying key goals and responsibilities produce a much stronger bond for all.

## **STRIVING TO BE A CREDIBLE RESOURCE**

**Compass Career Management** has experienced some very sharp and effective resources in our 23+ years in business. However, we have also experienced Vendors and Resources, who demonstrated poor *professionalism*, as well as being undependable or providing poor services.

This is why you will see articles about some solid and credible business resources in our newsletters now and then. You can be assured that any resource mentioned in our newsletter is of high ethics and workmanship.

## A VALUED RESOURCE FOR THE ELDERLY

The first year of our business I was thrown a curve as I learned that my elderly and widowed mother had dementia with strong indications that this would go into Alzheimer's. I was shocked and totally unprepared for this. No one else in my mother's family had experienced this. When this happened in 1994, the number of Care Centers and resources were EXTREMELY few, and many places were depressing in their appearances and the practices they provided.

Today, there are many more facilities available, which are excellent. However, one aspect of dealing with your aging parents is that with the tables turned, the "child" can find that dealing with their aging parents can become extremely stressful!!! The child can feel guilty about the stress, when the parent might respond with sharp, hurtful words. The parent can also become very defensive or paranoid, thinking terrible things about their grown children. For these reasons and more, you should be aware of two excellent resources.

1. **Ann Hodges** owns a business called "**Sensible Space**". She is a seasoned professional, who has a gift to help these aging adults by first "listening" to them and asking key questions about what this "parent" wants to do, or how can she help them receive the support and assistance needed to help them become more comfortable and at peace. Such assistance and calm reasoning takes the stress away from the aging parent AND the caring grown child. This allows each to receive some TLC, so that they can enjoy each other again. You are encouraged to visit Ann's website: [www.sensible.space.com](http://www.sensible.space.com).
2. Another credible resource is a business called "**Home Instead**". This firm also helps with the elderly or senior citizen. Many of these mature adults want to remain in their own homes, but they need some assistance from time to time, or more. **Roberta Farnum** is the owner, and she has been through the caring of an elderly parent herself. I wish I had

had access to either of these women when I was dealing with my mother. It would have been so reassuring to have such gifted and caring persons at this time in one's life. Most people have to work and can't care for their parents at home themselves. Plus, these women owners provide a way to keep your parents' respect in tact. Roberta's website is [www.homeinstead.com](http://www.homeinstead.com).

Hopefully you, a friend, or employee may find these resources to be helpful, knowing that both resources are of the highest integrity.

## DEALING WITH CAREER TRANSITIONS

Though our firm, **Compass Career Management Solutions** has provided Outplacement since we began in 1994, we have expanded our services to assist with a variety of human resources issues. Initially, we were only hired by companies, though over time, more individuals have hired us to work with them on their own career transitions.

A job search requires that a person uses a very strategic approach, plus being very organized and be sure of what type of position a person wants. We walk people through exercises that help them make decisions about themselves. Basically, we try to put that person back into the "driver's seat" of their lives.

Since this is our livelihood, and we have extensive experience and a broad network, we *do charge* for our time and expertise.

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), call 704-849-2600, or visit our website to learn more: [www.compasscareer.com](http://www.compasscareer.com).

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

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