



Our 25 Year Celebration



Spring Flowers

COMPASS CAREER NAVIGATOR April 2019

SPECIAL TIME TO CELEBRATE

TWENTY-FIVE YEARS!!! That is a LONG time, but especially for the length of a company to be in business, but that is what Bill and I are celebrating this April! Compass Career Management Solutions is celebrating 25 years in business. We thank all of our clients (companies, organizations, and individuals) for allowing us to be of service through your various transitions and situations in order to help you reach your goals, as well as doing what was possible to help all concerned.

Bill had experienced over 20 years working for the Kroger Co., who invested lots of professional training in him, and he found them to be a high integrity firm. After Kroger closed the Carolina District & his downsizing, he eventually came to terms with the decision to become a business owner, which is not for everyone. Selecting the best-fitting line of work is critical. One must research thoroughly before determining a business that fits you and your interests. We made every effort to be attentive, quick to respond, and provide personalized services.

A Business Owner requires a HUGE commitment, requiring more time and energy than expected. But, if you choose a line of business for which you feel strongly, your passion can energize you. Thus, choosing a business that helps others can be very rewarding. We have been blessed with top professional clients, who value, respect and support their employees.

WHAT IS IN YOUR FUTURE?

There have been many to consider becoming a Career Coach or Consultant, but the challenge can be “How long can you go without being paid?” Becoming a consultant not only requires the knowledge and experience to provide people, but also the ability and willingness to first work on building a list of responsible clients.

There are many who might like your help, but not all are willing to pay for your time and expertise. And with this line of work, there are no guarantees. If you feel strongly motivated to be a professional consultant and put your “shingle” out, how long would you expect it to take to get your first “paying client”? Then even when you are fortunate to be hired by a company or group, and you develop the program or service requested, after the work is done, you will find yourself looking for more clients. Keep in mind that while you are busy servicing your client, you are seldom able to market to others.

These are the types of hurdles that many small firms or individual businesspersons face. It can be discouraging, but that is the reality.

Another point is that no one can be a “jack of all trades”. Be sure that whatever the focus of your business, try not to water it down by saying you can do it all. Instead, refer such work to other reputable professionals. Being a dependable resource is valued by others.

HOW IMPORTANT IS A REPUTATION?

With the growing impact of Social Media, a lot can be learned about a person or a business by going to the internet. LinkedIn has been valued by many in business, and of course, others are avid fans of FaceBook and Twitter. However, how much of what you see on any of these do you believe as truthful and credible?

More and more companies are reviewing all Social Media when it comes to learning about potential employees. If you are one who shares a lot about your “personal life” on any social media, you need to be aware that little, if anything, is kept “private”. Most of these venues can be opened by anyone knowledgeable about technology.

The internet and Social Media have helped many in business, but it can also be very revealing or unflattering. The majority of employers, if honest, will admit to using this tool to sort out anyone with a questionable reputation. Images of drinking alcohol or unprofessional-looking behavior will scratch that person for any important position. Even if the images are blown out of context, etc., as the old saying goes, “a picture is worth a 1,000 words.” A photo can destroy an opportunity, even before it is offered.

Look at all those who are exposed by the media by questionable images. Even before that person can try to explain the circumstances, the public can easily make their own conclusions. A person’s reputation is something that should be protected and guarded at all times. One never knows what might be construed by an innocent posting. Even many years after the fact, the media and others have a way of digging up old stories and photos that can be hard to explain to the current public. You have all surely seen this happen in recent times to public figures, but it can happen to anyone, if you are not cautious about such things. Thus, be careful when using Social Media!

ADDITIONAL INSIGHT WHEN RELEASING EMPLOYEES

There are some practices by some employers when releasing employees that actually incites or intensifies a negative reaction. For instance, a company’s release process needs to be viewed as a very personal, private event, as if you/employer are being released.

An example of a tactic that could aggravate the situation could include having an “armed and uniformed security guard” present, when there are other approaches that would be less threatening to the designated employee. Both the uniform and weapon send a negative message. If there does appear to be a possible volatile situation, a “plain-clothed” officer would be a better option.

Another example of a poorly chosen release approach is to place that employee in an open glass room, where others can see what is happening. This approach can be degrading to the released employee, as they are already feeling volatile. Many cry at the time of the notification, and this again – being available for others to see, can make the employee feel doubly humiliated.

Therefore, please allow the affected employee some privacy at such an emotional time. Also, have tissues available. An astute outplacement professional should point such things out in order to have this difficult situation handled as sensitively as possible.

Of course, companies are also encouraged to hire a “professional outplacement firm” for such circumstances. There are other points to note as well, however, these are two major snafus that all should avoid.

There are some legal areas to note, but also psychological points that human resources and other leadership roles should know. Companies would be wise to consider the use of a professional outplacement firm, who can help with those sensitive areas when releasing an employee.

HOW TO KNOW WHEN TO RETIRE

More and more of our senior citizens are trying to decide when to retire. There are so many factors to consider: Health issues, understanding the choices of medical insurance, increasing costs of living, value and use of social security, other resources available for the retired, etc. Being OVER 200 years old, our country should review how to jointly strive to offer support to those who have worked for years in this country.

As our nation grows as a diverse combination of cultures, religions, ethnicities, races, etc., our needs have grown as well. Many of our senior citizens have or will have physical and emotional challenges, and many do not have families who can provide the support they need. These points should be considered when a person decides when to retire.

There are a number of resources and advantages for the retired, but many do not know what those are and how to tap into them, etc. Therefore, in order for an eligible employee to determine when would be a better time to retire, and what information they need to know to manage their retirement efficiently, it would be most helpful for employers to consider providing an “educational retirement planning forum”.

Compass Career Management Solutions has provided such a workshop for years, tapping into a knowledgeable professional, who can share pertinent information without any kind of “sales pitch”.

No doubt, your employees would value your providing such support. Therefore, please give this venue serious consideration. It would also be a boost to your employee relations. When employers demonstrate their value of employees, such a message circulates quickly, not only throughout the workplace, but even across the community. Contact Compass Career Management, and we will be glad to be of assistance.

WHAT DOES IT MEAN TO BE A COMMUNITY PARTNER?

One way for businesses to gain good customer and public relations is by becoming a supportive “*community partner*”. All communities have needs and goals for their citizens. As a community, there should be a commitment to “help their neighbors”, and this needs to include the support of businesses and other organizations.

When combining efforts and resources of individuals, employers, churches, community groups, etc., a lot can be done to make a community more prosperous, safe, and a good place to live.

What could your business do to help your community and its citizens? Provide a “food closet” for the hungry, a shelter for the homeless, education and training for those in need of employment, a “community pot” to help cover utility bills for those in need, a clothing source of clean, gently-used clothing, that is free to the less fortunate, and some minimal amount of health care or first aid.

Isn't this the kind of efforts a community should provide for its citizens? What a great way to “give back”! Employers are encouraged to give this serious thought and become a “true” *Community Partner*.

COMPASS CAREER'S GOAL AS A RESOURCE

Though Bill and Robyn Crigger value providing a comprehensive list of services and programs to address the many types of “transitions”, we cannot do it all or even try. However, we do know of and believe there are many talented individuals and groups, who are credible resources. As we meet other talented professionals, we share information about these dependable resources via our newsletter, as well as by “word of mouth”. We also remind people that this is the livelihood of these resources, and therefore, should be paid for their expertise.

**TWO IMPORTANT & CRITICAL SERVICES
NEEDED NOW: COMMUNICATION &
LEADERSHIP TRAINING**

If Employers and Business Owners want to REALLY help their organizations and make them healthier and stronger, contributing to a positive future, they need to invest in at least two VERY IMPORTANT services: **Effective Communication Training** and a **Practical Leadership Training Program**. Both of these efforts would position their businesses to be much more successful and productive.

Putting these off would be the BIGGEST mistake for any business. Both Communication and Effective Leaders are huge impacts on a company's Bottom Line.

Too many Leadership Training Programs are designed with one type of personality and skilled person in mind. Yet, if you look at the many "good leaders" you have met, chances are they were different. Some brash, bold, and aggressive – others who are more soft-spoken, insightful, open-minded – and yet others who are polite but strategic, who takes occasional risks. And there are others. With this in mind, a Successful Leadership Program should include some stable and strategic portions, along with some open and flexible sessions that allow for individuality, as well as other classes that may delve into some new programs, allowing for different approaches and outcome.

Compass Career Management Solutions provides a "**Phased Leadership Program**", which can also address candidates with different levels of skills and experiences. This allows for a candidate to enter the Leadership stage that mirrors that person's status. **Communication is the other area that can substantially impacts the Bottom Line!** *Communication touches so many areas within a business.* Contact **Compass Career Management** to discuss these programs and take your organization to the next level!

**WHAT SHOULD EMPLOYERS CHOOSE AS
HIGH PRIORITIES IN THE WORKPLACE**

How often do employers talk with their employees? Chances are "very seldom". This is an area that today's generation believes is a necessity. For employers to be of more support of their workforces AND would benefit a company's bottom line, there should be regular exchanges and not the ineffective annual "performance review", but "true conversations".

There are two tools, which can substantially improve your Employee Engagement. FIRST is a tool called "Performance Culture", which is an internet program to improve relations. SECOND is the use of an **Employee Survey**, which allows an employer to become aware of concerns, which should be addressed promptly. To learn of important issues & do nothing is purely "IRRESPONSIBLE".

Companies should use an impartial human resources professional firm to gather confidential feedback from employees, then gather the key concerns from their workforces. Employers will be highly respected for prompt responses.

Compass Career Management Solutions can assist with both efforts and become your company's partner. Give this info serious consideration and help your workforce to build a healthy work culture. Visit: www.compasscareer.com/training

Compass Career Management Solutions is a *high integrity human-resources consulting firm*, who addresses a variety of transitions, supporting employers & employees.

Our services include proactive efforts re: Outplacement, Employee Surveys, Leadership Training, Workplace Behavior, Effective Communication, etc.

www.compasscareer.com

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