



*Pilgrim's Influence*



**Compass Career Navigator**  
November 2021



*Thanksgiving Gathering*

[www.compasscareer.com](http://www.compasscareer.com)

### CURRENT ISSUES

This year is quickly coming to an end, but these two-months have holidays that command a lot of attention, can be stressful, and even expensive for only two months of a year. These holidays actually include at least three events in the month of December, and one in November, which is focused on the "fall harvest", as well as when the Pilgrims came to America. Both the November holiday and those which are more religious-based, all emphasize the importance and value of "family". Therefore, many people find themselves experiencing more sensitivity towards families these two months. That can be a mix of emotions, especially if persons have lost loved ones. The holidays can open up these sensitive issues. Therefore, it is wise for employers and employees to be careful and think before you speak. Some people may find it hard to be joyful when experiencing "heartache".

Still, there are other things that can be a positive outlet, like collecting can food, non-perishables, warm clothes, shoes, socks, blankets, etc. Some groups collect funds to cover heating costs, rent, water, etc. If an employer is interested in encouraging or supporting such community needs, this would be a good time to participate both in collecting items, and/or supporting these efforts. Your city, social services, or churches would be good resources for information and/or directions.



### RESPECT ISN'T BASED ON COLOR

Some believe that how a person behaves towards another is based on where you were raised, while others say it depends on the people who raised you. Or others say your behavior is influenced by your religious upbringing, while still others believe your behavior towards others is based on each person's personality. However, I have seen really polite people, who were raised by very crude individuals, while other kind-hearted parents had cruel, hurtful children.

It doesn't seem to make any sense why some people are thoughtful and kind, while others can be mean and hateful. It should help to have a good example of how to behave towards others, but there's no guarantee. It doesn't matter what color is their skin. We have all kinds of people of all colors with different demeanors.

I am thankful for all nice people. A baby isn't "born mean". Many years ago, "Earth Wind & Fire" (the dynamic singing group) had a song called "That's the Way of the World". The words go something like this: "Child is born with a heart of gold, the way of the world makes his heart grow cold". We can only hope that more people can influence the children to become kind and respectful. Employers can help by providing "**Workplace Behavior**" workshops to help all to be sensitive, aware, and respectful.



## **BE STRATEGIC RE YOUR CAREER - BE OPEN TO TRAIN FOR MORE OPTIONS**

You shouldn't have to look far to realize how many careers are being eliminated or substantially altered. This requires those in disappearing positions to either change their skills, their education, and/or a combination of both. The changes that are occurring might even cause a change of industries.

As more businesses are being acquired, more organizations find that they need employees with different skills and experiences. Even areas like NASA are using different types of skilled people to add different capabilities in order to reach their goals. People with unique and specific skills and talent allows them to benefit these new altered industries. Certain technology can be a real asset in different settings.

When changing careers or positions, it often requires taking course work that may require multiple months or more, but what we are trying to convey is for all professionals to be watching what changes are taking place, and what careers and new skills are being promoted more. No longer can a person go to college for four years and expect that educational career to last a person's lifetime.

A person would be wise to stay on top of what careers are being eliminated, and what classes may be a good idea to take. In addition, reading what's happening on the internet, read the latest professional publications, stay informed on what your competitor is doing & get a Career Coach.

Transitions will continue to occur and the best advice is to be involved in your professional affiliations, and to stay informed with your industry's growth & development.



*Tap into Professional Network*

## **HR: IN A POSITION OF KNOWLEDGE, WISDOM, AND INFLUENCE**

Of all the changes happening over the past 22 months, a majority of issues, concerns and problems have been HR-related. Yes, events have also involved the Finances, Operations, Marketing, and Sales, but HR has touched them all. Human Resources has often been referred to as the "heart" of a business, but today, that is proving to be more true than ever.

COVID has hit the people hard. Many lives have been taken, and some have lost EVERYTHING! Homes, jobs, family, etc. Unfortunately, those HR professionals have had to face this up close and personally. The Human Resources professionals have not only dealt with the affected employees and their families, but they are also trying to be supportive of the employers and clients. Others should be supportive of the HRs. Knowing all sides of this situation, HR has a rare perspective and can be understanding of all concerned.

Now would seem a good time for the Employers and Human Resources Professionals to have a good, in-depth conversation and lay all the cards on the table in order to see what really needs to be done with all involved and determine what are the realistic facts and what would make the best sense to benefit all. No solution is perfect or easy, but to delay an effective solution makes no sense.

For those employers, who value and trust their HR Professionals, and who are also trying to retain those good employees and clients/customers, taking the time to clear the dust and determine how to salvage their businesses, there is no time to waste. If **Compass Career Management Solutions** can be of credible assistance, we stand ready! It's never too late to make a difference!



*Now is a Time to Work Together!*

## DO YOU REALIZE THE VALUE & IMPACT OF GOOD CUSTOMER SERVICE ON THE BOTTOM LINE

No matter where you go, more and more businesses have put up signs saying to expect a longer wait time due to shortages of staff. Though most people understand and try to be flexible and patient, still if the customer can receive quick service, it is always appreciated.

Obviously, most customers realize that businesses find themselves short-handed more, but people are also short on time. Thus, businesses know that big delays cause customers to go elsewhere = a BIG loss of \$\$\$\$!

Though sometimes customers can become irritable and short on patience, it is critical for your staff to “keep their cool”. If your employees become sarcastic or negative, that may cause you to lose more customers. If this is becoming a big problem, consider providing an “*Effective Customer Service*” Workshop. It isn’t easy to listen to customers complain, but the “key word” is LISTEN. We all need someone to “hear us out” – a “sounding board”. Such a person helps to us to feel of value and appreciated.



*We All Need to Vent*

Think how a friendly, smiling face can lift your spirits and lighten your disposition. That is what a *well-trained Customer Service* employee can do for your customers/clients. With so many feeling stressed, your well-trained Customer Service Rep can be worth their weight in gold. If they are feeling pressured, provide them some constructive support. Contact **Compass Career Management Solutions**.



*Take Care of Your Employees*

## WHAT MAKES YOUR LEADERS EFFECTIVE PROBLEM SOLVERS?



*Successfully Collaborating Credible Skills & Expertise*

What do you think it means to have a diverse team? It isn’t about having a variety of ethnicity, nationalities, races, genders, ages, backgrounds, etc. However, it is very beneficial to have a good mix of some or all of these. With a team of experienced professionals of different backgrounds, education, training, exposure, specialties, etc., this mix can provide more insight and information, that together might identify and/or create new resolutions to the issues at hand.

With each expert or professional, new ideas or perspectives could be derived, which can be designed into a better product or altered to resolve the problem. Seldom is a major problem corrected by one person, but instead, it usually takes the intelligence, ingenuity, creativity, and insight of multiple people, who collaborate and accomplish a successful outcome. And even with a group of talented, well-educated, and skilled experts, it can still take a substantial amount of time to reach the best and most successful product.

Some of the best creative and accomplished teams have included “an all-women’s executive group”, as well as “certain professional groups within a specialty industry”, or some “national groups”. who have had great success in the past.

Consequently, it is important for those distinguished leaders to focus on pulling together the best minds and talent with a rich knowledge of expertise in order to produce credible & valuable results. Diversity is the recipe for a foundation that blends knowledge, culture, and innovation. Together these complement each ingredient.

## EFFECTIVELY INVESTING IN GIFTED EMPLOYEES WHO GROW A BUSINESS

Though locating qualified, skilled, and experienced employees is critical to any business, that is just the beginning. On-Boarding is known to most, if not all businesses, though not all practice this important process. Like employers, the employees are searching for qualified and successful employers. More of those employees are asked by other job search candidates if that employee found the employer didn't measure up to their promises. If the employer is promising on-board training, but not following through, this is a bad way to start off the working relationship.

Many employees today seek the ability to receive on-going training to grow in their skills. Though some employers worry that such efforts could cause employees to "jump ship" for a job that may pay more, the fact is those employees may leave anyway. The good employees will be more apt to stay if you are keeping your "word".

Another way to entice good employees to stay is to demonstrate that you care about them. That includes **A)** "listening to them by setting aside some time every month or so for small group interaction. It doesn't have to be HOT topics, but whatever is on their minds. **B)** Another effort might be "educational forums", and possibly have employees to suggest ideas (i.e. how to reduce blood pressure, first-aid skills, healthy snacks, etc.). **C)** Learning skills like computer skills, or other technology, etc. **D)** Or how about seeing what other career skills are desired? (i.e. Team Building, etc.)

### Keys to Culture of Happiness

1. A healthy, supportive culture
2. Competent leadership
3. Recognition and positive feedback
4. Fairness, respect & security
5. Development & growth
6. Person-job fit
7. Quality of work
8. Enablement



Most people want to learn and grow. This keeps people engaged and informed, providing education, discussions, exposure to new skills, etc., you will be enabling your employees to grow and enhance your business.

## HUMAN RESOURCES IS A PROFESSIONAL AREA THAT NEEDS TO STAY INFORMED

As this experience with COVID has proven to the business world, Human Resources touches all areas of a business, and practically all aspects of business involve the employees or people. That includes legal boundaries, as well as geographical and economic perspectives, and climate. Though a person may have the minimum of human resources education, it is becoming more and more important to become certified in Human Resources.

Certification courses are offered at different times and locations. You are welcome to speak with Bill Crigger, who teaches HR Certification classes. Just call our office (704-849-2500) or email him at [bcrigger@compasscareer.com](mailto:bcrigger@compasscareer.com).

## CRITICAL WEAKNESSES FOUND IN MANY BUSINESSES TODAY: WHAT CAN YOU DO?

Currently, some of the biggest weaknesses in business include: **A) EFFECTIVE COMMUNICATION, B) EMPLOYEE RELATIONS, C) WORKPLACE BEHAVIOR, D) LEADERSHIP MANAGEMENT, E) STRATEGIC PLANNING, and F) PERFORMANCE MANAGEMENT.**

Each of these programs substantially affects a business' Bottom Line. As employees are returning to the workplace, these skills and behavior will need to be clearly understood and emphasized with your workforces. Do NOT delay in providing your workforces with effective training.

Of course, most companies would greatly benefit from these programs, as your employees would reflect the impact of this *valuable training*. **Compass Career Management Solutions** is an HR-consulting firm, who has assisted with Transitional & People-Related Services for over 27 years. Our expertise has proven to be very instrumental. Visit: ([www.compasscareer.com](http://www.compasscareer.com)) or call: **704-849-2500**.



*Training & Developing Skills Helps Retention*



*"The Winds of Change Bring Opportunity!"*