



Transitions Are Normal



Labor Day Recognition

COMPASS CAREER NAVIGATOR September 2019

PREPARING FOR COMMON TRANSITIONS

Every industry has certain occurrences and events that happen at certain times of the year or in reaction to factors like the weather, political events, some trends, etc. For instance, when a bad storm or snow fall is predicted, people in a community will automatically rush to the grocery store and stock up on bread, milk, and other staples, even if the storm isn't definite.

Another industry (hardware type stores) will have customers rushing in to purchase shovels, salt, possibly even snow tires if expecting or preparing for the worst winter storm.

With these examples in mind, you can probably think of other behaviors and reactions that might be expected in different scenarios.

Transitional events triggered by the Economic Industry is another example, which causes people and businesses to respond erratically if the media announces any concerns or issues affecting our nation's economic financial status. Since this affects peoples' and companies' finances, it is understandable that people could become anxious, nervous, or even panic-stricken.

Though most people may try to keep their composure and not panic as happened in the Great Depression, people can't help but become curious and doing what they can to determine what is about to happen. When political or economic issues intensify, people naturally find themselves anticipating the worst. Everyone wants to be as pro-active and prepared as possible. As one year approaches the end, businesses and their leaders and owners seek what steps could help their organizations be better prepared for any "unknowns". Most leaders

want to take whatever steps possible to better position themselves for a more profitable and positive mindset for the coming year. With this in mind, the early fall is a good time for businesses to take some pro-active steps to strengthen themselves and their workforces, which will consequently benefit the whole organization.

It is wise for any company to evaluate their budgets, expenses and investments this time of year to help determine what else might need adjusting. *Specific training and guidance of areas that improve the Bottom Line is always valuable.*

Take time to review past transitions and what triggered them. Then encourage management to include those areas that might help avoid any unnecessary transitions. Some changes can be beneficial to an organization. It is best to avoid any unneeded changes. Employers should learn to include their HR Professionals in any "strategic plans for an organization". Keep an open mind and stay informed for new proactive resources. Encourage the HR Professionals to listen and watch for useful ideas and tools. This could better prepare your organization for the FUTURE.

HOW TO SUPPORT YOUR WORKFORCE

The "LABOR DAY" holiday is in September. No company could be successful without their *hard-working employees*. Each person makes his/her own unique contribution to an organization, no matter how big or small your role seems to be. Every person makes a difference. It is IMPORTANT that this holiday is well recognized. An employer may come up with great ideas or is able to encourage and promote the value of the business, but employees, who build/produce items, design and develop the products, and see them from start to finish, play an important role.

HOW TO SUPPORT YOUR WORKFORCE

(Cont.)

Though companies and their employers may carefully select qualified employees, those new employees require specific instructions about their roles and be taught all aspects in order to possess the appropriate training, knowledge, and experience to meet their employers' expectations. This includes receiving solid "Onboarding" and other directions required to do the job correctly. Employees also need regular feedback in order to be aware of weak areas and learn to do their very best jobs.

From time to time there should be evaluations done to determine what efforts and processes are being done incorrectly or not as efficiently, then leaders should meet to create and develop any adjustments or new plans to address a weakness or problem in order to perfect the process, thereby strengthening and growing the business. Of course, then those adjustments are relayed to the workforce. After any adjustments are made and new directions are provided for the workforce, management should keep a close watch for any repercussions, reactions, or observations.

Adjustments like these are needed periodically, and when improvements are made, appropriate training should be provided, after identifying what skills and techniques, as well as what tools should be provided for those workers.

In addition to this type of support, your teams would definitely benefit and become much more effective when companies hire an impartial facilitator to work with your team, gather insightful data about all team members, and help implement useful direction and instruction so that the team may feel more comfortable, understanding how to work together more efficiently. This process is referred to as TEAM BUILDING.

It may seem that employers could just hire people, give instructions for the jobs, and have all to just "do their jobs". However, an employer who understands the value of effective training, would also realize that such a program as TEAM BUILDING is a true investment in the business. *This process is like putting oil in an engine to help the metal pieces run more smoothly and without friction.* When you take care of your people, the results are much more successful.

ARE YOU INVESTING IN YOUR CAREER?

What does it mean to "invest in your career and why should you?" Today employers are realizing that a person who does nothing to strengthen and keep their professional career current is basically saying "I don't care to keep current or grow and be my best." Instead, that employee merely wants to put in his/her work hours and go home.

However, those employees who strive to be their best and do their best in their positions will invest in taking webinars, classes, and extra training to learn to excel in their roles. This is the kind of employee that employers want, and today these conscientious employees are in high demand. Thus, they make for tough competition in the job market. In fact, many of the employees today also seek employers who will provide this kind of training for their employees.

If you are not interested in growing your skills and knowledge, you could find yourself either losing your job or not qualifying for a new job. Needless to say, those who want to strengthen their skills and knowledge will also be the ones to qualify for higher paying positions.

In interviews today, don't be surprised to be asked "*what are you doing to stay current in your line of work?*" Chances are, other job candidates will be listing workshops, seminars, classes, reading current books in their field, etc. Attending professional venues where you can be informed of new techniques, etc. are another source. If not investing in your career, you could be seen like *you are "not worth the investment."* Aren't you?

HOW MUCH DOES POOR COMMUNICATION COST A BUSINESS?

As I talk with different companies, the majority responds that "Communication is one of their top concerns". When you think about that, one should realize that communication is a part of practically all aspects of business - From *Leadership to Management to Production to Sales to Customer Service to Maintenance and even Accounting.* In each area, there must be good, clear communication. Without that, there can only be one problem after another. And with the larger and more diverse workforces, the more difficult it will be to have a healthy and efficient work environment. This leads to bigger problems.

HOW MUCH DOES POOR COMMUNICATION COST A BUSINESS?

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Poor Communication can impact the recruitment and hiring process, as well as training, producing more accidents and ineffective management and leadership, who could make bad decisions, costing high risks and insurance rates, inaccurate sales agreements, leading to unhappy or frustrated customers, and definitely negative accounting outcomes.

Communication may not seem to be such a big issue, but when you carefully consider how communication is connected to all aspects of a business, it becomes very clear that this is a **HUGE** issue and challenge!

Communication doesn't always involve the spoken word but also facial expressions, body movements, other body expressions (a whistle or other noises), and language barriers. Even using slang and idioms can confuse someone, then misunderstandings are formed.

With these examples in mind, it should become more clear how "communication" can impact MANY situations. Therefore, providing your workforce with an "*Effective Communication Workshop*" can resolve and help avoid many misinterpretations and conflicts.

To take this a step further and to help your company's Leaders connect the dots to form a full picture, check out this data from a composite of articles gathered by CCMS:

A survey of 400 companies with 100,000 employees each cited an average loss per company of **\$62.4 million per year** because of inadequate communication to and between employees.

Miscommunication costs even smaller companies of 100 employees an average of **\$420,000/year**.

An estimated \$41B is lost by US companies alone each year due to poor Customer Service (with "poor communication" as a major factor).

58% of customers will **never** use a company again after a negative experience. **76% of consumers** say they view customer service as the **true test** of how much a company values them.

Therefore, **if we can improve our communication skills, we can increase our value**. Compass Career Management Solutions provides an *Effective Communication Workshop*. Let us help.

THOUGH JOB POSTINGS ARE COMING IN, MANY EMPLOYERS CAN'T FIND "SKILLED LABOR"

You don't have to look far to see all the construction all around the Charlotte Metro. And many of those jobs require "skilled labor". Welders, electricians, plumbers, carpenters, cement workers, painters, machine operators, etc.

The majority of parents encourage their children to pursue "white-collar" jobs, requiring a 4-year+ degree, and yet many of the skilled labor jobs actually pay VERY WELL. Many don't realize the salaries these labors can make. Still it takes training, etc. but are solid/respectable jobs.

Manufacturing firms, who continue moving here, are also seeking good employees. Have you been in a manufacturing facility in recent years? Many of these are so clean that you can almost eat off the floors. If you have a student approaching high school graduation, you should open their eyes to the well-paying and much-in-demand positions as have been mentioned here.

Some of these Job Openings require computer technology. For instance, the car industry now involves a LOT of technology! Some jobs are being eliminated (i.e. bank tellers and cashiers are being greatly reduced in number). A Job Search Candidate would be wise to research and study what occupations are in more demand. Then a person should really find someone in that role and ask them what a typical day involves. Many have received degrees in good fields, but find out after they graduate and take a position that they don't like what they do. What a waste!!!

It can also be helpful to have your student to meet with a Career Coach and provide them an opportunity to discuss career paths or even have them arrange to meet with people in different positions to shadow or have a good exchange to learn more about a profession. It is one of the best investments for that student. A position is seldom how it appears on TV. Contact CCMS at 704-849-2500; www.compasscareer.com

RESUMES AND INTERVIEWS

In assisting those going through a Job Search, I have tried to ask Employers for tips or insight that might help some Job Candidates to provide information or avoid items that drive the Recruiter or Human Resource Manager crazy, etc.

For instance, some still believe they must keep their resumes to one page, but that isn't necessarily true. It is wise to keep it concise with accurate information, but it should have enough data to "tell their story". Other tips include:

- Be very clear and assured of what position you are seeking with back-up as why are you competent in this area.
- A brief description of each position held should be noted, including all accomplishments.
- Be sure all contact info is accurate.
- Write in phrases and NOT sentences.
- Accomplishments should be quantifiable
- In relaying objective, explain how you can benefit the employer
- Include info on current education
- Keep font no smaller than 10

As for interviews a) Come clean and neat in appearance; b) Be well-groomed (hair recently trimmed, etc.); c) Shoes clean & polished; d) Fresh breath & clean teeth; e) Freshly showered; f) On time for appointment; g) No loud make-up or strong perfume; h) Be poised and calm; i) Avoid distracting hand motions, body movement.

LISTEN closely! Be sure to be polite but not overly demonstrative. Answer questions with brief responses. Don't be chatty. Conclude the meeting on a polite gesture and follow up by sending a short hand-written note to your interviewer after returning home.

After an interview, take time immediately to journal the experience – making notes of any mistakes to help make your next interview better.

If you lack confidence with interviews, hire a Career Coach to help you improve in this area. Interviews are critical and can be improved.

THE VALUE OF DEPARTMENT FORUMS

All departments have periods of dysfunction. Times when the group or team just seems

disconnected somehow. Maybe some have experienced projects or tasks falling between the cracks. Or maybe some miscommunication becomes a sore spot between associates, causing the team to feel split. Or your department or team leaders are at odds on delegating tasks or projects, being unsure what to do 1st, 2nd, etc.

Consider a "Strategic Planning Forum" where all cards are on the table, and an impartial facilitator helps your group to find the best way to better organize or become more efficient, getting more accomplished. With a Facilitator opening up with some activities to get all your brains on the same page, the group can become more focused and reduce or eliminate the emotional side.

By organizing the full plate of tasks/goals, and considering each other's strengths, you begin to see the "light at the end of the tunnel", allowing everyone to experience the feeling of "accomplishment". *Compass Career Management* can lift the stress and frustration, so that you can then take a deep breath of relief. This is a great feeling to begin all anew!

A Good Manager teaches a) good business skills, b) is a good communicator, and c) encourages good listening skills, which is a credible tool for all.

Compass Career Management Solutions provides human resources assistance, that includes educational venues. Responsible employers value our resources that help to strengthen their organizations, benefitting their futures. *Contact Robyn Crigger of Compass Career Mgmt.*, a credible resource to our community. **704-849-2500**

Compass Career Management Solutions is a *high integrity human-resources consulting firm*, experts in transitional issues, supporting employers & employees. Services include: a) **Outplacement**, b) **Leadership Training**, c) **Workplace Behavior**, d) **Effective Communication**, e) **Team Building**, etc. Published by Robyn Crigger, CEO



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