



**Return to Classroom**



**Compass Career Navigator**

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



**Fall Harvest Begins**

## **CURRENT ISSUES**

When talking with anyone, chances are you are discussing COVID/the Pandemic, (or something related to that), the intense heat of summer, the numerous weather disasters, the Afghanistan situation, or possibly some concerns of our country's politics/affecting our economics. Many citizens are really concerned about our future.

All of these issues are understandably a worry and causing stress. There are so many unknowns and possible risks with many concerns that are predicated on others.

For instance, the extreme weather has affected the crops, regarding the harvesting as well as delivering, causing empty shelves at the stores. Consequently, these shortages and delays cause prices to jump up substantially. And the storms and floods are interfering with the pumping and production of oil and gasoline.

As you are surely aware, the shortage of fuel will affect the supply and cost of practically all items. This whole situation will increase the costs of numerous family expenses, which will very likely be a real hardship for many citizens.

A related issue that has most people concerned is the return of employees and children to work and to schools. One debate is whether all should be wearing masks? In addition, children are not able to receive COVID vaccinations. And employers require all employees to be vaccinated? Many believe it is the responsible thing to do, but should all be required? There are a lot of people seriously concerned.

## **STRATEGIC PLANS TO HIRE SOLID EMPLOYEES AND RETAIN THEM**

It has never been "easy" to locate and hire solid, dependable employees, and since the beginning of COVID, it has become so much harder.

Obviously, many employers had to downsize or cut their workforces due to businesses' tight funds, and others were asked to work from home. However, some businesses are bouncing back while others close permanently.

Without a crystal ball and with so much unknown about the future, it is impossible to develop a plan to rebuild businesses. Everyone has to be cautious and careful with their funds.

However, employers need to have an idea what types of employees are a must and how many are a must. Customers should be contacted to discuss what needs they see as having.

The best anyone can do is to communicate often with their workforces and customers, being aware of what support is needed, and to "follow-through".

Once any employees return, be sure to keep the communication lines open and convey that the employer cares and will be supportive as well as listening to their workforces.



*Employer Supported Exchanges*

## VIOLENCE OR COVID: BIGGER CONCERN?



Which issue would you think is the bigger concern of employees? Catching COVID or being faced with a violent situation? Statistics are not necessarily a big help, as different people view these two events differently.

So many people have watched so many violent movies that they don't always think of actually being faced with REAL violence. However, COVID is all around us, AND YET many people have a hard time believing that THEY could catch COVID. Look how many haven't taken the COVID vaccine. Why do you suppose that is? Somehow many believe they won't be infected.

Acts of violence happen more and more, and you never know where it will happen. Schools, colleges, manufacturing facilities, military bases, shopping malls, offices, movie theaters, etc. In what places have you been that violence hasn't erupted? Sports facilities? Restaurants?

Some people have taken courses to learn to shoot guns in order to protect themselves. One policeman asked me if I had a gun, could I shoot someone? Good question! I didn't know how to respond as I had never shot a gun, much less shot a person. He noted not to get a gun unless you were prepared to use it. How about you?

Do you know how many violent events have happened in your area over the past six months? That is a good place to start determining the top fears you have. COVID is affecting all ages, genders, nationalities, professions, etc. If this concerns you, getting vaccinated would be wise.

There are other threats and concerns that anyone should evaluate. If you can do something about them, don't hesitate. Do all you can to stay safe and healthy.

## WHAT TRAITS & SERVICES DO CLIENTS SEEK

When looking for a business to fill a need for another business, what do you consider a priority? Best prices, good quality materials and services, customization or flexibility, having good experience, considered a credible business by other customers?

From our own experience when seeking a vendor to service our firm, there are definitely certain key traits and customer support or services we seek:

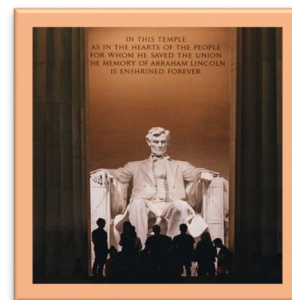
- a) Professionalism (listening carefully, respectful).
- b) Flexible and allowing some customization.
- c) Experienced experts & quality service/products.
- d) Charging fair and reasonable fees.
- e) Good time management; meet deadlines.
- f) Addressing all feasible needs & concerns.
- g) Ensures reputable supervision incl. follow-up.

Through our 27+ years of business, we have made every effort to be respectful of our clients, providing the quality and timely services in our effort to be a credible and responsible business. Customer Service is one of our top priorities. We are honest and provide high integrity, as well as meeting our clients' needs, being respectful and doing our very best. Our reputation is our best way to prove to others that we take our business and commitment to our clients extremely seriously.

With that being said, we have often found that many other businesses (of all kinds) do NOT take customer service seriously. In fact, we ask ourselves, "how do these other inferior and disrespectful businesses ever stay "in business"?"

Do you or others find yourselves "settling" for less or poor quality? Are we not to complain but accept poor services, so these businesses will continue?

No one is perfect, but it would seem that we all work too hard to pay for bad work or products. All are encouraged to be more forthright and insist on better services and products for your hard-earned money. Be honest and encourage all to do their best. Be proud of your work, but do your best!



*Like "Honest Abe", Speak Up!*

## DO YOU KNOW WHAT INDUSTRY OR PROFESSION YOU WANT FOR YOURSELF?



### *Selecting the Best Career Path*

Numerous occupations come and go. Every year new ones are created, and older ones disappear. Some of these changes are due to technology or scientific discoveries or changes in our economy. Others change due to trends. Our space travel has changed many of these.

However, when it comes to which career and industry is a good fit for you, there are a few things to keep in mind. The graphics above show that there are multiple reasons to choose a profession: a-You love it; b-The world needs it; c-You are paid for it; d-You are great at it.

In addition, you view the profession as **a**-a Passion; **b**-You see it as a Mission; **c**-It is more of a vocation; **d**-It is purely a Profession.

When some beliefs overlap or intersect, it may cause you to see this as a “purpose”.

It is best for you to explore and research multiple industries and careers closely and to follow or shadow persons in these careers for at least 1- 2 days to better understand their lives. Each profession can be distinctly different daily.

In addition, don't be afraid to ask what their salaries are, noting they can be quite different based on the industry and location. If you have a “lifestyle” you want for yourself, it is important to research this in detail. Though not for everyone, there are some people, who are more creative, independent-minded, and confident to consider “Self-Employment”. Definitely not for everyone, but often people will work for a business of interest, then eventually choose to start a business of their own - a Commitment.

It takes a good amount of money to start a business (at least 2-5 years' annual salary before starting a business). And then it should be a business for which you are knowledgeable, have some good experience, have solid resources, and a strategic plan and budget.

The more knowledge, experience, and strong passion you have, the better chance you will succeed. You would be wise to receive professional business coaching to succeed.

Some people do not give manufacturing much consideration, but it can be very rewarding and productive. Still, any direction requires LOTS of research. No matter which business path you might consider, you will need an effective CPA, business lawyer, and Investment professional.

**Compass Career Management Solutions** does provide Self-Employment coaching. Be sure you know yourself well. Be honest with yourself.

### COMMUNICATION: A WEAK LINK IN BUSINESS

How would you define “Communication”? You might think of “talking” as the most common type of communication, but not necessarily. Signing may have been the first type, though one of the most valued form of Communication is “listening”.



#### *Are You Listening?*

What other forms of Communication are there? Other forms of communication include singing, reading, typing, texting, Morse Code (dots and dashes), sign language, braille, & ESP. Another way to “Communicate” is “Listening”.

However, since Communication is human's way to share thoughts, emotions, information, educate, etc., it is very important to determine how is the best way to convey data to another.

Communication is vital to all: within a family, with students in schools, in medical situations (between doctors, nurses, and patients), among a workforce

## **COMMUNICATION: A WEAK LINK IN BUSINESS**

in business, in traffic for directions, airline towers and planes, and other situations.

Still, if people are talking, but no one is listening, the communication is only “one-sided” and chaos will surely prevail. For instance, if an employer is talking to the workforce, but the customer is kept out of the loop, there WILL be misunderstandings. From this someone will be upset, causing an employee to quit or a customer to walk away. Therefore, all of the people involved MUST be included in the conversation with all listening at some point.

The statistics are mind-blowing when it comes to the “cost of poor communication” on businesses. If business owners would be open to learning how impactful Communication is to business, they would understand why most companies would greatly benefit from “**Effective Communication Workshops**”. **Compass Career Management Solutions** is an HR-consulting firm, who has assisted with Transitional & People-Related Services for over 27 years. During times of transitions, like we have had the past 20 months, such a workshop could be very instrumental. Visit our website ([www.compasscareer.com](http://www.compasscareer.com)) or give us a call.

## **RECRUITING: ARE YOU USING THE MOST EFFECTIVE PROCESSES?**

Though it is hard to locate qualified job candidates for jobs, from some recent observations it has been noted that many firms are not using all innovative venues in their recruiting practices. In fact, some are only tapping into the internet posting sites and a very few recruiters, who promise quick results.



*Sorting thru a Diverse Candidate Pool*

When seeking a qualified job candidate for a position, it may take time to find the “best match”. In fact, as you read each resume, you may find that some resumes sound fantastic until you call them directly. Others may have

weak resumes, but once you meet them, you realize that they are like a “diamond in the rough”! A fantastic surprise!!!

Still, the point of this article is to make you aware that in today’s business world, you may need to be creative in finding these “treasured candidates” and NOT to be surprised by finding only a few gems via the internet. The really treasured candidates may not be using the normal or major posting sites.

It will be well worth your time to think creatively as where to find specific candidates. **Compass Career Management Solutions** has the knowledge and experience to assist your firm. We are NOT a placement service, but we can educate you in effective recruiting. Talk with us.



*Training & Developing Skills Helps Retention*

Those employees, who understand the value of learning and adding new skills, are often willing to change jobs in order to have the opportunities to receive credible training, that enables them to be their best and strengthen their core self.

Some employers fear that if they train their employees, that those who get trained will leave to work elsewhere.

**Compass Career Management Solutions** values supporting our HR Professionals, as well as Business Owners and Leaders. We are here to be of assistance to you and your organizations.

Contact Robyn at 704-849-2500 or email:

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**Compass Career Management Solutions** are *human-resources professionals*, with expertise in “business and career transitions”. Our HR-related services include Outplacement, Leadership Coaching, Performance Mgmt, Workplace Behavioral Forums, Strategic Planning, Communications, etc. Visit: [www.compasscareer.com](http://www.compasscareer.com); Call: 704-849-2500.



*“The Winds of Change Bring Opportunity!”*