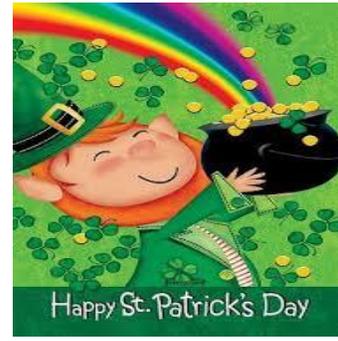




A Touch of Spring!



A Day of Cheer & Fortune

COMPASS CAREER NAVIGATOR

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www.compasscareer.com

UNUSUAL WINTER

This year's winter has been full of different twists and turns. The flu has become more aggressive through February with 19 children dying from it over one week's time. In addition, the **Corona Virus** has proven to be much more intense, as its victims include people world-wide, though it began in China. The Chinese government has been extremely evasive and vague about the cause, though it's affecting so many people, and killing more. The intensity of the Corona Virus seems to be growing, which is shutting down numerous businesses, causing havoc on the stock market, etc. Chances are more layoffs will take place, and it seems to spread, reaching all corners of the earth.

In addition, our annual viruses continue, while the national weather has exhibited devastating and freezing storms in some parts of the U.S., while warmer temperatures and extreme rain and flooding in other regions. The southeast has been warmer and more wet, which will cause a setting for an increase amounts of insects.

The past couple of summers in the southeast have been extremely hot and intensely humid – making a perfect environment for more mosquitoes, etc. Though we have had a very wet winter, our last summers have been extremely hot and DRY, which really hurts all of our farmers. However, Charlotte did receive a surprise the third week of February by receiving a light snowfall. We received 1"-2 "of snow, but it was a delightful reminder of winter without anything extreme.

The middle of February the Carolinas had substantial wind and rain storm, taking down DOZENS of trees, knocking out power for many neighborhoods for 1-2 days, and even though a large number of trees fell, it has taken more than

two weeks to have them removed from the roads, and still there are many scattered across dozens of neighborhoods. The Clean Up will take a LONG time.

Climate Control is a topic that is growing, and understandably as unusual weather is being more common. There doesn't seem to be any easy answers or solutions, but it is becoming quite clear that the world's citizens need to identify a plan to slow this down or improve what we can.

To delay doing anything about these climate changes would be a mistake. We NEED some beginning steps, or people will find more extreme consequences arriving.

WAKE UP AND FACE OUR INCREASING VIOLENCE

Crimes are escalating in most cities and states, but it is time that we all wake up and give serious thought as what we can each do to be more responsible about our homes, towns, and states. To take away all guns is probably not the answer, though there seems to be no reason for anyone to possess "automatic weapons". Granted many of the villains and criminals may have such weapons, but these should not be in the hands of most people. They are extremely dangerous and can often be used against the innocent. So what plan can be devised to keep our children and families safe, while discouraging the criminals in our midst? Working & supporting "the police" would be better for all to be on the "same team".



Community Safety Team

WAKE UP AND FACE OUR INCREASING VIOLENCE (Continued)

In addition, there needs to be a plan, as well as signals and other ways that could allow us how to coordinate among those participating neighbors to post others of imminent danger. The police are trained to protect others, but property owners should be alert and vigilant, keeping their eyes open and post officials of safety concerns.

There used to be “neighborhood watch” groups who met with the police to learn how to improve safety. This would be better than everyone buying weapons and expensive gadgets, hoping to catch the villains. Alarm systems are an asset, but if two or three homes have alarms to go off the same evening, the police will be challenged to cover them all. We cannot take the place of police, but we can be supportive.

It is also important that adults are teaching wise and safe lessons to their children, i.e. how to use a whistle and calling 911. Children should also be taught to be respectful of the police, who put their lives on the line for us. Encourage your home or business neighbors to meet with the police to learn how to make your neighborhood more safe.

WORKPLACE SAFETY

When was the last time that you gave your office space a detailed safety inspection? When a staffing firm agrees to send one of their employees to your business for a project, that staffing firm’s insurance typically expects a staffing rep to examine the work space for safety. Even electrical cords are to be used in a safe manner where people won’t trip on them, etc.

However, today an insurance company could require the staffing firm to walk through the work area to make sure that their temporary staff will be safe. (Note: another example is to avoid having drinks/liquids around electrical cords and electrical equipment, i.e. computers to avoid possibly a risk of electrical shock/fire.)

Although today other work safety concerns could be how to handle a violent employee, customer, vendor, etc., and then it would be necessary to keep him/her from harming anyone in the office. (Examples of some useful and practical goals that would be and continue to be well worth the effort):

- Research any possible safety issues that could cause danger to those in the area.
- Evaluate the surrounding area close to the work area or building for possible falling trees or loose wires needing secured.
- Are there any concerns in the office building, i.e. poorly functioning equipment, which could be a fire hazard?
- Are the fire extinguishers functional?
- Does the building have safety alarms to make people aware of a danger in the building?
- It would also be wise to have a “Police Resource Officer” to stop by every now and then, to help with sudden problems.

If an employee would walk around the office building and saw something disturbing, have you ever instructed employees about what to do? A few simple points of observation could save someone’s life, but be sure to have the facts before reaching for a phone to alarm others.

An important point about Workplace Safety is to communicate to all the need to watch for any sign of possible risks, and then to be sure whoever finds the concern knows who to contact or what to do. We don’t want to cause any false alarms, but it is important that all employees should be informed to watch for any faulty situations or risks. It is definitely imperative to have the business facility inspected on a regular basis. Also, if all are taught how to keep everyone safe, they might even notice if anyone has done something to cause damage or harm to others.

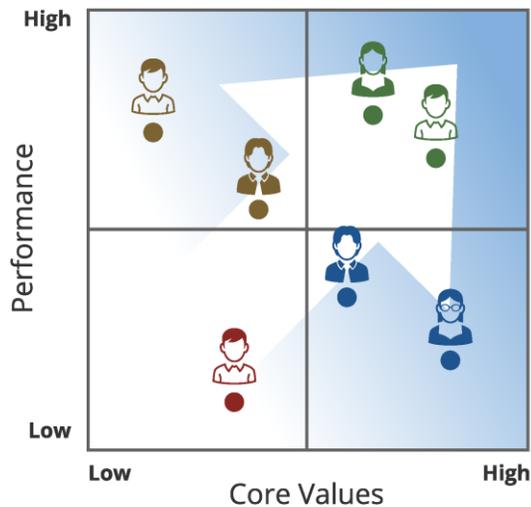


“Helping Hands”

The Employers could develop a schedule for employees to take turns keeping the Work Place clear of any safety hazards and watch for dangerous electrical cords. The police or fire chief could inform you how to keep your facility safer.

If the homeless population begins gathering in your area as a refuge, you can consider working with the Salvation Army to contribute critical needs to be supportive and show you care.

WHY IS PERFORMANCE MANAGEMENT IMPORTANT?



Employers have utilized a tool to evaluate how efficient and productive employees are for MANY decades, but it has been ineffective. It has been known as the “Annual Review”. Unfortunately, this tool was poorly created, and employees spent more time with *continued frustration* - resulting in many demonstrations. Thus, more questions came about, and Managers were asked “how often they actually “talked with” the employees?” We may see or ‘speak to’ our employees daily, but chances are most seldom have extended catch up with our workforces. Yet more employees are looking for better working relationships with supervisors and managers.

However, employers and management would like our employees to show more dedication or to see them make more of an effort/be accountable, though such a discussion often came across as more of a lecture with a negative tone. Recently more companies are promoting HR products that are praised to heighten employee engagement, and **Compass Career Management Solutions** has found “one of the BEST resources” that addresses employee relations AND employee performance.

It is a well-developed, practical, and rational process, which “people/employees” can understand, and where the exchange is clear. Expectations through this process are plainly conveyed verbally AND visually.

WHY IS PERFORMANCE MANAGEMENT IMPORTANT? (Continued)

The creator of this program was a very methodical, logical thinker, who was able to relay both the “people” aspect and the “process” aspect, which jointly clarified the skills needed for a successful production goal”. The other perspective to this process is to improve communication, which is becoming an even more important goal of today’s workforces. Employees want to be seen as real people, who need to be valued and offered development.

As this creator implemented his program, he discovered that the process encouraged more verbal communication between employers and employees, and a better understanding of the work and skills needed for the production to become clear. Through improved communication, employers saw what skills were missing for the employee, which dictated specific training.

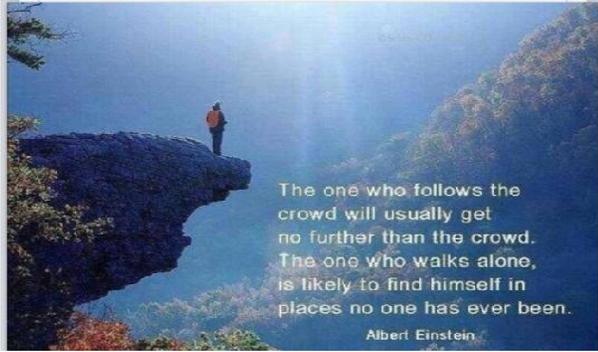
These exchanges also realized when an employee had been placed into a position that was not a fit. When feasible, that employee would be matched to a more fitting position.

These “performance” conversations were noted to be helpful when scheduled more often than once a year. **Twice or three times a year improved production even more**. Employers using this process no longer needed to guess what kind of training was needed. The Performance Exchange helped to identify those, then were trained or coached on that specific skill.

With the use of this effective “Performance Management” tool, businesses are experiencing a substantial increase in their Bottom Lines. More workforces are much happier and feel valued. This “Performance Management” tool has proven itself to be a very valued resource. **Compass Career Management Solutions** is totally supportive. It is internet-based, and user-friendly.

If your company is still using the “old-fashioned annual reviews”, you are encouraged to consider this excellent and efficient *Performance Management* tool. **Compass Career Management** is able to arrange a virtual or an on-site demonstration. Simply call or email Bill Crigger (bcrigger@compasscareer.com; 704-849-2500). This resource can enhance both you and your workforces!

DOES YOUR WORKFORCE TRUST YOUR LEADERS?



A Leader: The One to Walk Alone While Others Follow

One concern or challenge I have heard from employees over and over again is “I just don’t trust or have confidence in our Manager-Supervisor!” There are some people who project a very strong, confident personality. They seem so dedicated and grounded that you can’t imagine anyone else leading your group. This person may not have as high of credentials as others, but you can just feel that this person is knowledgeable and possesses a wise, reassuring nature.

There are some intelligent people who have tremendous IQ’s but little to no “common sense. Everyone should give others the benefit of the doubt. Still, it is also good to allow others to shy away from big responsibilities and not pressure them to prove they have all the answers.

There are also different kinds of Leaders. Qualities and traits of a “good Leader” should include trustworthy, supportive, patient, encouraging, honest, resourceful, etc. A good Leader is one who others totally respect. They are not critical, though they can offer insightful, useful information. When mistakes are made, a good Leader will offer ideas, advice, resources, etc. in order for you to learn and grow.

If you find that employees managed by a particular Supervisor or Manager seem unhappy or missing work, and quitting for other jobs, it could be a problem with that particular Leader.

In addition to being aware of a poor Leader’s personality, it may be worth examining the company’s *Leadership Training program*. If your program is a “one-size-fits-all” type, you may have the wrong training program. Though good Leaders should possess key traits, they also need

a **comprehensive Leadership program**, which allows participants to have plenty of exposure to the human reactions under different circumstances. These opportunities give insight and understanding to “cause and effects”. Without this experience of different scenarios, a person won’t have the knowledge of the human reactions.

Employers would be wise to give this serious consideration. **Compass Career Management Solutions** can provide impartial but experienced facilitation. Training Leaders is not necessarily easy, but teaching “how to Listen” could be PRICELESS. Compass Career can provide a *comprehensive LEADERSHIP TRAINING PROGRAM*, that will deliver “first-class” leaders.

COMPASS CAREER SUPPORTS HR PROFESSIONALS WITH SR. HR FORUMS

For several years **Compass Career Management Solutions** has facilitated a special human resources venue, where “decision-making HRs” could have a productive exchange with their colleagues, discussing some current issues and concerns, sharing experiences and resources.

Robyn Crigger, CEO of Compass Career Management, initiated this forum by inviting some HR Professionals to a private setting and gathering issues and concerns from the participants. The group chose to meet only a few times annually.

Those who have attended have valued the exchanges. The Attendees take turns hosting the Forum. As more new issues and concerns land on the HR plates, it is a serious matter that is growing, and the HR Professionals strive to process each topic respectfully and appropriately. If interested in this Forum, contact Robyn at rcrigger@compasscareer.com or call her at **704-849-2500**.

Compass Career Management Solutions are *human-resources experts* in “transitional scenarios and provides Outplacement, Leadership Training, Performance Management, Supervisory Training, Team Building...Let us help you! www.compasscareer.com; **704-849-2500**.
The Winds of Change Bring Opportunity!

Enjoy a Lovely Spring!