

People Ops Pulse

Bringing you the most up-to-date and helpful People Operations (HR) information for small business owners, entrepreneurs and partners

Meme & Quote of the Month:

Good leadership requires you to surround yourself with people of diverse perspectives who can disagree with you without fear of retaliation.

”

DORIS KEARNS GOODWIN

WHEN HR WANTS



TO HEAR YOUR FUNNY JOKE

Supporting Employees & Battling the Burnout

Hello there, thanks for opening up my newsletter!

The end of third quarter can be a very busy time – a large number of companies are finishing one fiscal year and starting another, benefits Annual Enrollment may be starting, and there is a renewed focus on overall financials and operations. On the employee front – holidays are coming, and summer vacations are ending and employee's children are returning to school, which means a necessary shift in personal priorities. Many employees are also focusing on their performance to close out the year. What is the magic word that appears this time of year? Burnout. Burnout can mean fatigue, frustration, fear, or all of the above. In this newsletter, we'll put focus on how to support your employees and business against burnout to finish out 2023.



IN THIS ISSUE

The Rise of AI: The People-Computer Combination

Artificial Intelligence (AI) strategies in business managers are on the rise – how you can both implement these solutions as well as continue to support your employees.

Leaders Building Leaders – Manager Retention

Companies are focused on front-line employee retention – are you also putting the same effort into upskilling and retention of your managers?

A “Need to Have” - Prioritizing Employee Mental Health

In the worlds of HR and effective organizational management – while it may feel counter-intuitive for some to “get involved”, mental health support for your employees is now a critical component of company culture.



A “Need to Have” – Prioritizing Employee Mental Health

For those who have a longstanding history in business, the thinking of “I don't want to be involved in my employee's personal lives” still remains today. However, it has been recognized industry-wide that an employee's mental health is not only first and foremost critical for their well-being, but in turn also positively impacts morale and productivity. Therefore – according to the Substance Abuse & Mental Health Services Administration (SAMHSA), an Employee Assistance Program (EAP) is recommended for any company with employees, regardless of size.

The good news for small business owners – based on this identified need, EAP providers across the nation are providing solutions at a wide range of price points and availability to best meet both company financial and employee needs. When taking a look at your benefit offerings for the coming year and your profit-loss – if you do not yet have an EAP in place, we encourage you to take a focused look at this investment in your employee's well-being.

Here are some well-known choices for Employee Assistance Program (EAP) vendors for small businesses:

- Talkspace
- Lyra Health
- Thrive
- Ulliance
- BetterHelp
- Your current health insurance carrier (if you provide health insurance)

Need help choosing the best option for you?
Let me know!



Leaders Building Leaders: Manager Retention

One of the most delicate balances that an organization has is regarding their leaders. Companies (understandably so) place a lot of responsibility on their leaders to uphold their front-line employees – and in turn the organization as a whole. However – it's easy to forget that your leaders are employees too. Leaders need the same attention, level of support, and consistency that front-line employees do.

In a recent Predictive Index survey, the top 5 qualities that impact retention – including manager retention – are confidence (33%), communication (30%), honesty (28%), ability to delegate (26%) and asking for feedback (24%). Are you working to inspire these skills in and meet these needs of your leaders, so they can then serve others?

Need to discuss leadership development?
Happy to help!

The Rise of AI: The People- Computer Combination

Key questions that are now commonly heard include: am I able to have a “bot” do this? Do I need a person or can this be automated? How can AI make us more efficient? The rise of AI and automation is understandably making employees nervous – is a “bot” going to take my job? Since March of 2020, 80% of employers nationwide have faced new challenges related to productivity and automation, according to Gartner.

While a downsizing when processes are automated may be inevitable, it is recommended that part of your strategy is appropriate allocation of work – are the right people doing the right work in the right role? Who is actually going to oversee the automation to make sure it's working? And very importantly – be honest with your employees – while AI may help the company as a whole, it does not *automatically* mean the pop-up of the word “layoff”. I can help with workforce strategy planning – let's connect!



From recruiting to onboarding, to training and ongoing management, and everything in-between: let Wolf-Rose People Solutions help put strategies into place to support the success of your employees – and in turn support the success of your small business.

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In-person and virtual consultations are available – providing services nationwide

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