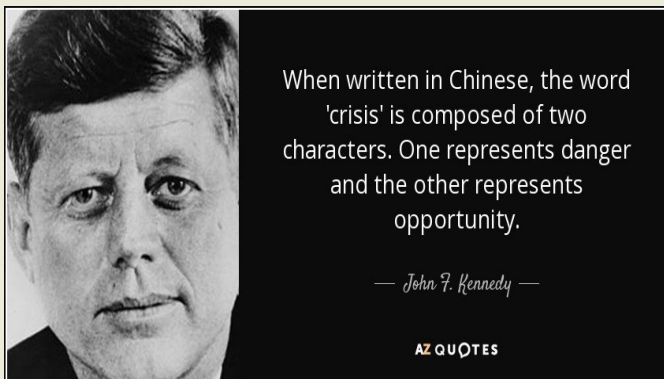


People Ops Pulse

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:



Gearing Up for Q4 and the End of 2023

How hard is it to believe that are we getting ready to enter the last quarter of 2023? 2023 has been yet another year of significant change, including in the world of HR – another drastic shift in the level of the Great Resignation in response to renewed financial restraint on staffing and compensation. The retirement of long-standing COVID-19 employee protocols. A transition from fully remote work to return-to-office mandates. And, supporting companies and their employees through continued financial turbulence in today's economy. In this newsletter, we'll focus together on leading and managing through challenge – and at times, crisis – to pull your business and your employees through to the other side.



IN THIS ISSUE

First Time Manager, Welcome to “Battleship Management”

Particularly for first-time managers, the addition of being a new leader to having to manage through significant challenges can be particularly overwhelming – how can you best support your managers in these times?

Emotional Intelligence – Leading the Way

A critical skill for any leader, learn how effective intelligence can solidify your foundation for leading your employees through challenging times.

Down to the Last Quarter - Managing Employee-Focused Q4 Financials

Are your Q4 financials not meeting what you expected, requiring a shift by the end of the year? Let's discuss how to most effectively strategize when any financial changes to finish the year strong may impact your front-line staff.



First Time Manager, Welcome to “Battleship Management”

Unfortunately, promotion of a manager does not always happen in times of “calm seas”, where a manager can develop their leadership skills and rapport with their team at their own place. In fact – more often in today’s workplace, a manager is put into place where a need exists to address an urgent challenge – a gap in the company structure to make it more efficient, to help an under-performing team course correct, or even to help save an account. How can you best help this manager learn their new role in a “Battleship Management”, all-hands-on-deck environment?

Many times – when attempting to learn their new roles – organizational leaders may tend to forget that managers are employees too, requiring the same (if not at times more) level of awareness and support as front-line employees. It is also important to remember that “leaders develop leaders” – if you are looking for your managers to effectively lead your organization through change, they will need guidance on the path to get there.

Here are some tips for supporting your leaders to lead through company challenges:

- Set regular check-ins: remind them that they have a manager too!
- Use real-time responses and examples to train: set up a meeting to debrief and focus on skills that can be used moving forward.
- Empowerment: even in a time of turmoil, they were hired or promoted for a reason – allow them to lead and make decisions.

Need help with implementing a leadership development framework and training plan? Let’s connect!



Down to the Last Quarter - Managing Employee-Focused Q4 Financials

It is an understandable and common reaction from business owners of all sizes – if your financials through Q3 are not what you expected them to look like, and you are looking at necessary adjustments for Q4 – some key initial thoughts may come to: how can I increase productivity? Do I actually need to give this paid holiday off? What about the bonuses they are expecting, can I do anything there? A key recommendation from HR leaders is “buyer beware” – while employee-focused adjustments may appear on the surface as most advantageous – what other employee changes have already been made this year? What do you plan for the messaging to be? Have you planned for possible attrition for employees who may not be on board?

Need assistance on a gameplan? I can help!

Emotional Intelligence – Leading the Way

According to the Harvard Business Review: “Sudden crises spark fear and preoccupation with threat. People wonder: *Are we going to be okay?* In sustained crises, persistent challenges leave people wondering instead: *Why bother?*” Emotional intelligence of company leaders has become a critical component of company success. The key is – how in-tune are you with not only what is going on in your business, but how is it making your employees *feel*? Whether a “fast reactionary” approach is required for an immediate challenge, or an “intentional proactivity approach” for a sustained challenge, here are 3 important strategies to remember to demonstrate your “EI” as a leader - do not try to “push it under the rug”: be **vulnerable** and acknowledge there is a challenge. **Include** your employees in the solution: “Build structures and processes for experimentation and improvement that invite a wider array of voices.” And, after resolution of an urgent challenge, “stop rewarding the firefighting”: **focus on partnering** with your employees and leaders to implement solutions to mitigate risk moving forward. Looking for ideas on emotional intelligence training? Let me know!



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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