

Why is Succession Planning Important?

Succession planning prepares the company and the employee for future needs. Matching employee's talents to current needs and training them for future responsibilities creates a cycle of anticipated growth and goals. A good succession plan maps out which employees are ready for new leadership roles as they become available, and when one employee leaves or is promoted to the next level, another employee is already trained and ready to step in where they are needed. Many offices accomplish this on a small scale by job sharing and cross training for every position. However, a succession plan goes further, by planning for the training of employees to assume more responsible roles. Providing that training and assessing each employee's ability to step in when a position becomes available.

The key is to assess and create a match between corporate goals and individual aspirations. Your company's succession plan will include assessment packages, classroom and computer learning opportunities and short term job assignments that offer employees opportunities to participate in more responsible roles before taking on those responsibilities permanently. Talented employees who want to grow will either grow within your company or will move on to another if growth opportunities are not available in their current position. Succession planning is not just important for the company and its current employees, but also for investors, customers, the community and the employees and their families. Planning for the future, rather than just getting by today is imperative if a company is going to exist in 5, 10 or 20 years.

CARE's WorkLife Solutions Training Topics

The following sessions are available for employee groups.

To arrange a training, please call toll free

866. 888. 1555

Interpersonal Relationships

- Conflict Resolution
- Cultural Diversity
- Dealing with Difficult Situations
- Emotional Intelligence In the Workplace
- Speaking Up For R-E-S-P-E-C-T
- Balancing Work & Family

Risk Management Policy

- Department of Transportation Guidelines (for Drivers & Supervisors)
- Drug -Free Workplace
- Sexual Harassment—It's The Law
- Utilizing CARE's WorkLife Solutions (for Employees & Supervisors)
- Workplace Violence (for Employees & Supervisors)

Organizational Development

- Thriving on Change
- Leadership Skills for Effective Management
- Problem Solving
- Skills for Dealing With Angry/ Negative Employees
- Improving Employee Morale For Supervisors
- Teambuilding—Interactive Group Experiences

Personal Development

- Compassion Fatigue—Avoiding Personal Burnout
- Effective & Assertive Communication
- It's About Attitude
- Managing Holiday Stress
- Parenting—A New Generation
- Strategies for Organizing and Maximizing your Time
- Skills for Public Speaking

Anger Management Strategies

Anger is a normal human emotion that needs to be properly managed and expressed in the work environment. Work place anger can be the consequence of a change in the employees tasks or routines. People find change frightening. Feelings of uncertainty, worry, or loss of control can attribute to aggressive behavior. Regardless of the reason for the employee's anger, the supervisor might rather avoid dealing with the issue. Many supervisors feel that confronting the aggressive person will only increase the anger so, instead, the issue goes unattended.

It's important to be proactive when handling anger in the workplace. Ways to identify and address possible sources of the anger include:

Knowing what stressors are affecting your employees. If you suspect there is an issue or a change in the "attitudes" of the employees try to identify the issue. By identifying the issue you can strategize how to address or diffuse the situation. Gauge the employees attitudes and morale. How you chose to do this depends on your interpersonal style. If you are comfortable with going directly to the persons work area you might engage him in an immediate discussion. If your style is more formal, a sit-down conversation in your office may be more appropriate.

Defusing angry employees. Often times you can predict who is going to become openly angry when an unpopular change has occurred. You need to be prepared to handle the situation head on. Often your first reaction is to hide. Avoiding the issue will only allow the employee's anger to escalate further giving him time and momentum to breed negativity in the work environment. Consider trying the following approaches for defusing the situation:

- ◆ **Physically center yourself.** Take a couple of deep breaths, center your balance and physical posture so that you feel solid, and keep your hands open and "at the ready". Face the angry person and keep your facial expression neutral (no obvious emotion). Get help if you feel that the situation is becoming out of control. You, as the supervisor, need to safeguard your employees and protect yourself.
- ◆ **Listen , listen, listen.** Let the employee state his point without challenging him. Often this helps let the employee vent. Maintain good eye contact without staring the person down and display effective non-verbal communication. You can show interest with an open posture. When speaking, use the employee's name occasionally. This helps to connect with the person making it more difficult for the employee to disregard you. Reflect what the employee is feeling. You can do this by using "I" phrases; "I can see you're angry" or "That must be really upsetting". This shows that you have acknowledged that the employee's feelings are being heard and accepted. Restate what you have heard the employee say. Do not use commentary that may be perceived as reactionary, judgmental, or placing blame. Show genuine understanding of the employee's feelings without falsely representing yourself or your position on the issue. Don't make promises that you will be unable to keep. This will just add to the problem and could damage your credibility.
- ◆ **Take a time-out.** Allow time for the employee to regain composure and cool down. Offer the employee a "break" so that you may both regroup and meet again later. Refocus the employee on the task that needs to be accomplished . Meet with the employee and refocus them on the tasks that need to be accomplished.

CARE's WORKLIFE SOLUTIONS CAN HELP WITH MANY CONCERNS

**Family Problems - Child Care - Personal/Job Stress
Alcohol/Drug Abuse - Marital Tension - Elder Care
Emotional Problems - Legal and Financial Referral**

**Services are confidential and FREE to
employees, their spouses and dependents.**

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