



C-TEN Content Concierge | February 2020

C-TEN members receive a “Content Concierge” service of carefully curated content that supports the topics discussed that quarter.

December 5-6th meeting (RETREAT)

Topic 1: Employee Experience

Insights from Dr. Beverly Kaye

Employees all want to know...

- Will you use all my abilities? Managers should ask “what are the skills”
- Will you tell me how I am doing?
- Will you clue me into changes?
- Will you offer me options for growth?
- Will you keep me learning?

Your employees’ ability to take satisfying and productive steps toward career goals is directly proportionate to their self-awareness. A manager’s job is to increase employee’s self-awareness by asking questions. Challenge - how do you help supervisors maximize moments with employees? In many organizations, employees and managers many do not interact with each other that often during the day or even week. You can turn even a few minutes into an engagement conversation. How do we show managers it’s easy? Schedule a weekly huddle and start with one thing personal and professional. This fosters engagement.

Do your managers feel free to push against a rule for the sake of a talented employee? Do you have people who would rather beg for forgiveness rather than ask for permission? Further down the organization people are stuck in a more rigid place, this can be a detriment. More senior up the organization people tend to want to challenge every rule. At the same time, don’t just break a rule, question why the rule exists.

Resources:

1. **HRO Today Article – “Plenty of Room to Grow”**
Moving up isn’t the only way to achieve successful career development. Dr. Beverly Kaye and Lindy Williams share how organizations can offer continued professional growth and meaningful recognition.
<https://www.hrotoday.com/news/engaged-workforce/learning/plenty-of-room-to-grow/>
2. **HRO Today Article – “Journey Makers”**
An eye on company values, leadership, mission, and brand can elevate the employee experience and deliver a competitive advantage.
<https://www.hrotoday.com/workforce-management/journey-makers/>
3. **HRO Today Article – “Career Champions”**
Four HR leaders share how their approaches to mentoring programs are solving talent challenges and building greater engagement among the workforce.

<https://www.hrotoday.com/news/engaged-workforce/learning/career-champions/>

Topic 2: Remote Workers

Increased options for remote work. Biggest challenge how to manage them. You can attract great talent from around the work and retain talent.

1. Connection – help remote workers feel connected. Using video and phone calls. Provide face-to-face meeting opportunities. Involve remote employees in meetings.
2. Collaboration – find opportunities to collaborate on important projects

Resources:

1. **HRO Today Article – “All Over the Map”**

From technology to communication strategies, here are some best practices for managing a remote workforce.

<https://www.hrotoday.com/workforce-management/all-over-the-map/>

2. **HRO Today Article – “A Culture of Connection”**

A global workforce with dispersed employees can be brought together with technology and a human connection.

<https://www.hrotoday.com/workforce-management/a-culture-of-connection/>

Topic 3: Research Update—How Fair is CHRO and HR Compensation?

Resources:

1. **HRO Today Research – “CHRO Comp”**

View a summary of the CHRO Compensation Study in the 2019 issue of *CHRO Today*, a special edition of *HRO Today* highlighting the top leaders in the industry.

<https://blue-soho.mydigitalpublication.com/publication/?i=624234&ver=html5&p=6>

Topic 4: Bob Kelner—“Reskilling – which skilling to reskill now?”

WHO YOU KNOW! | WHO KNOWS YOU? Don't let your employees confuse this critical reskilling – “Who You Know” with “Who Knows You”. They are not synonymous. Who You know is critical for networking. Who knows you is critical for employees' successful career progression.

Human Presence in The New World of Work. Free video lesson to share with your team: www.StandingOut-w3.com

Resources:

1. **HRO Today Article – “The Skills to Reskill”**

In a tight labor market, organizations are looking from within to fill talent shortages.

<https://www.hrotoday.com/news/engaged-workforce/learning/the-skills-to-reskill/>

January 14, 2020

Content Presentation

Topic: “Legal Compliance in the Age of Legalized Marijuana”

1. How do employers deal with the federal v. state law conflict and manage the potential use of marijuana by employees?
2. Major Issues
 - Federal contractors/grantees
 - Drug Testing & “Zero Tolerance”
 - Hiring/Firing & Reasonable Accommodations
 - Workplace Safety and Employee Behavior
 - Workers’ Compensation and Unemployment Insurance

Resources:

1. **HRO Today Article – “The Conundrum of Cannabis”**
Experts offer strategies to help navigate the complex landscape of marijuana legalization and workforce safety.
<https://www.hrotoday.com/news/talent-acquisition/screening-selection/the-conundrum-of-cannabis/>
2. **HRO Today Educational Podcast – “Up in Smoke!”**
Michael Chalenski, CEO of background screening provider CSS, addresses how shifting marijuana policy and other new regulations are affecting the pre-employment screening process.
<https://www.hrotoday.com/video-and-podcast-lounge/hro-today-educational-podcast-series-episode-1-css/>

February 11, 2020

Best Practice Sharing Call

Topic 1: Driving down turnover of associates during year one. Three issues associated with this: cultural issue, onboarding issue or pre-employment assessment issue?

Resources:

1. **HRO Today Article – “Get Onboard”**
There are three best practices to deliver an onboarding program that fosters satisfied, engaged, and productive employees.
<https://www.hrotoday.com/news/talent-acquisition/get-onboard/>
2. **Q&A – “The Paradox of Culture Fit”**
Lindsay Maanavi, TA manager of West Monroe Partners, shares how organizations can probe beneath the surface of a resume to more fairly and accurately evaluate a candidate’s alignment with the values of an organization.
<https://www.hrotoday.com/news/talent-acquisition/the-paradox-of-cultural-fit/>

Topic 2: Alternate communications give the saturation of email and social media. What tools are left or need to be developed to communicate? Technology enabled communication.

Resources:

1. **HRO Today Article – “Engaged and Informed”**

Today’s HCMs provide the perfect platform to effectively communicate with the workforce.

<https://www.hrotoday.com/news/enabling-technology/engaged-and-informed/>