

AUTHORITY

Career Concepts, Inc., experts in Career Management, Human Resource Consulting, Executive Coaching, Business Mentoring, Career Transition...

Organizational and Individual Consulting

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Does The Labor Market Have You Wondering, What if? Quick and Useful Employment Statistics

These are very tentative times. The fact is that many people are losing their jobs. The other fact is that many people are finding jobs. The variable to the dichotomy is knowing where to look and how to expend your energy. Don Kitson, Vice President of Quality and Delivery of our Human Capital Group tracked 500 recent individuals seeking reemployment. The average age of the group is 47 years, plus or minus 8 years. The average income was \$101,814 with a standard deviation of \$59,131. Here's what we found:

- 66% obtained their position from networking; 72% of them were over 50 years old
- 14% obtained their position through a recruiter or executive search consultant
- 10% obtained their position via a classified ad
- 9% obtained their position through the internet
- 1% obtained their position as a result of a mass mailing

The fact is, people are finding jobs. If they look in the right place based on their tenure, salary, discipline, industry, etc., they can significantly impact the duration of their search. That's where we can really help. How long will it take to find new employment? This is the operative question. Obviously, this varies by demographic factors, particularly income. The following represent average durations by income (in thousands):

- \$25K to \$50K: 107 days
- \$50K to \$75K: 116 days
- \$75K to \$100K: 263 days
- \$100K to \$125K: 146 days
- \$125K to \$150K: 163 days
- \$150K to \$175K: 168 days
- \$175K to \$200K: 188 days
- \$200K+: 198 days

These are national statistics. Career Concepts, Inc. takes great pride in our outcome focused, highly personalized outplacement programs. Our candidates find jobs faster than national statistics show.

Our study breaks down the categories further, revealing trends such as the effect of networking is more positive in the higher income levels, females find jobs on average a few weeks sooner than men, etc. Contrary to job search myths, we do not find that age has significant impact on job search duration. A complete narrative of our tracking statistics and trends is available upon request.



6 local offices
in the PA, NJ,
DE and MD
area, and...

...over 250
partner locations
around the
world...

Is Change a Constant? The C, R, T's of Change

In just about every organizational assessment we perform, change is at the forefront of concern. People feel the omnipresent apprehension of the unfamiliar, the indefinite, and the shifting boundaries. Managing change needs to take place on two levels.

On a personal level, we need to assess our own endurance and buoyancy factors. Do we sink, swim or tread water when change comes upon us? Optimally, we need the organization to help us stay afloat. An organization that communicates the reasons for the change and the anticipated outcomes—why is this a good thing, what's in it for me—helps individuals cope and gain control. *Control, communication and collaboration* (the three C's) are vital to adult contributors. The three C's support individuals in regaining balance and managing the change with a reasonable amount of dysfunction.

When the organization maintains its own buoyancy and makes it worthwhile to engage in the change process, great results can occur. Individuals maintain focus on objectives, quality and the success of the organization. Champions of change are too often taken for granted. They need to be *rewarded, recognized and revered* (ah, three R's) for their efforts. Many of our change heroes are our front line leaders. Without them, innovation and renovation does not occur. They are critical to the learning and unlearning process and that is what change is. Some practical advice: allow them to lead; don't deny them the opportunity to integrate the change. They know that it takes *teamwork, tenacity and trust* (three T's). They know how to influence the new behaviors that are needed to be effective and make the change a win.

So instead of complaining about constant change perhaps folks will recant, "no status quo found here!" Career Concepts, Inc. has introduced a cutting-edge change management learning adventure called, *The Fork in the Road*. Call for more information.

Appreciative Inquiry Strikes Again: A True Story

Patreece Thompson, MD

Larry,* the human resources director at one of our client companies, contacted us for help with a training issue.

We held an initial evaluation meeting where we met Kevin, one of the associate directors at this facility. He presented the story of a department that was wounded from previous downsizings. Customer service suffered and the staff did not function as a team. Several employees were “resistant” to the changes he was implementing and actively sabotaged his efforts. There were allegations of racism. Larry recommended that CCI partner with their EAP consultant to develop a one-day training session to address these concerns. Given the compelling nature of the issues that emerged during the assessment—diversity, team building, change management, customer service, and leadership—it would be difficult, if not impossible, to decide what to address first. However, with the use of the Appreciative approach, David, the consultant from the EAP and I were able to conduct interviews around the successes that the participants experienced in their work at the facility. We discovered that the energy of the group focused around teamwork and customer service. We then developed and conducted a six-hour onsite “retreat” that amazed Larry (who observed the event and was fully expecting worsening of relationships), provided Kevin with concrete tools to understand and bring out the strengths of his staff, and surprised the participants with their ability to set aside animosities, create a vision of how they would work together to deliver excellence in customer service and actually have fun. The session ended with everyone “committing” to using something they learned from the retreat to make the future they designed come alive.

In a one-month follow-up session, Kevin reported that he and his group continued discussions around what it means to work as a team and finding practical ways to demonstrate it. He stated, “Keep your fingers crossed. I want the good feelings to continue.” These words were from someone who was extremely pessimistic about the possibility that the relationship with his staff could improve. And the saga of the appreciative inquiry approach continues... For information on Appreciative Inquiry, call us for a free booklet outlining this dynamic action research approach to organizational innovation.

* To protect confidentiality, no real names were used.

HR’s role in Crisis

As human resource professionals we are expected to be able to assist whenever crises arise. Where do we go to find information and insight to the challenges facing us today? We have found useful information at the following web sites:

Remembering the Victims	http://www.usatoday.com/news/nation/2001/09/20/splash-remembering.htm
Information for Victims of crimes and the September 11 tragedy	http://www.ojp.usdoj.gov/ovc/
Great, informative articles and information on the Muslim religion	www.diversityinc.com
How to give blood	www.4givelife.org
How HR managers should handle traumatic events	www.opm.gov/hrmc/2001/msg-067a.htm
How to handle employees in the National Guard and reserves	www.esgr.org
Information on Anthrax	www.cdc.org
The post office guide to handling suspicious packages	www.usps.gov/news/2001/press/pr01_1010tips.htm
FEMA’s emergency management guide for business and industry	www.fema.gov/library/bizindex.htm
Red Cross information on disaster preparedness for business	www.Redcross.org/services/disaster/beprepared/busi_industry.html

FISH! And FISH! STICKS

What does a fish market, an insurance company, a customer service center, a bank, a distribution plant, a factory, etc., have in common? What they have in common is a need to create a living vision that incorporates the customer, the company and the employees. We’ve introduced **FISH!** into many of our training programs and the results are a *splash!* Facilitating the **FISH!** philosophy is as much fun for us as it is for participants. What do they learn? To play, to choose their attitude, to make their day and to be there. To keep the vision alive and happening, **FISH! STICKS** helps front line management get committed, “coach it” and just “Be it!” The videos take place at the world-famous Pike Place fish market in Seattle, Washington. They are a must-see for all who want to create energy, passion, enthusiasm and fun in the work place. Results guaranteed!!!!

Remembering September 11 Forever

The events of September 11, 2001 have touched all of us in many ways. Our friends, family members, clients have been deeply and enduringly impacted by these unimaginable and horrible acts of intimidation and terrorism. The great courage, heroism and intrepidity of the American people is extraordinary. Our resiliency is our fabric and no one can destroy that. There is not a day that goes by that we are not reminded of our vulnerability, but there is also not a day that goes by that can distract us from our focus of being the best—the best country, the best people, the best community. We have risen above adversity before and we are doing it again. Career Concepts, Inc. salutes America and its heroes.

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