

# ERN® Success Coach Connections

MAY-JUNE 2024: ANNUAL MANAGERS EDITION



*Brittany Kegley, Success Coach (Kentucky ERN) explains the ERN Hardship and Savings Loan to an employee.*

## BECOMING A SUPERVISOR AND NEED ASSISTANCE?

**Connecting employees to the success coach.** Through routine visits with HR, Success Coach, Brittany Kegley (*Kentucky ERN*), connects quickly with employees needing assistance with challenges at work or home that could be a barrier to success. “HR, managers, and supervisors see the daily struggles of employees from running late for work to not being able to find affordable childcare,” said Brittany.

**Moving from hourly to salary.** An employee had just been promoted to Supervisor with a one-week period without wages due to the transition from an hourly to a salary position. She was worried that one week without a paycheck would put her family behind. HR told the employee about the free and confidential services of the onsite ERN Success Coach.

**Building on short-term solutions.** An ERN Bridge Loan and Savings Program allowed the employee short term financial stability while Brittany assisted her in budgeting, improving her credit, and opening a savings account. “I felt instant relief in knowing I was going to be able to pay my rent,” said the employee.

**Growing skills for new positions.** The employee is also gaining new skills through training with the success coach. Success coaches can assist employees in enrolling in trade and degree programs, supporting them each step of the way.



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### Members & Onsite Hours

Jennings

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### Members & Onsite Hours

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Wednesday: 8:00am-12:00pm

## WARNING SIGNS YOUR EMPLOYEE IS HAVING A CHALLENGE: SUCCESS COACH REFERRALS

Being aware of these warning signs will help you recognize when an employee challenge is developing – especially if you notice a pattern of one or more of these behaviors. As a supervisor or manager, you can bring about positive changes at work. By addressing performance problems proactively and acting quickly in a workplace crisis, you can maintain a productive and safe work environment. "Being open and welcoming will give you the best opportunity to catch early warning signs that an employee is struggling or may need some help, this will also keep that morale up with the employee and lead to a more productive employee and management team," said Courtney Hanik, Success Coach (*North Central Ohio ERN*).



- Behavior: edgy, irritable, impatient over-sensitive, over-reactive, moody
- Performance: difficulty meeting deadlines, increased mistakes
- Absenteeism: arriving late or leaving early, unexcused absences
- Relationships: suspicious, defensive, blaming, withdrawn, avoiding
- Communication: yelling, harsh language, bullying
- Other Changes: accidents, appearance, borrowing money

## COMMUNICATION: WAYS TO HANDLE THE STRESS OF BEING A MANAGER

Being a manager is stressful with employees requiring energy and time, but effective communication can help. Choose one or two strategies and see how your level of stress changes throughout the next week. "Developing communication and coping skills will increase your stress tolerance and help you manage your team better," said Christopher Way, Success Coach (*Lakeshore ERN*).

**Write a purpose statement.** Reflect on your values, focus on what is truly important in your job/life, and actively work to keep your sense of purpose alive. ·

**Reframe a difficult situation.** Could it be an opportunity, innovation, or challenge that leads to something better? You are more likely to rise to the occasion with this more productive mindset focused on using your effective leadership communication skills set.

**Recharge physically and emotionally.** Take detachment breaks from work, the news, or anything else that might be triggering you and find ways to recharge yourself instead. This could mean going outside, talking to a good friend, drinking more water, or breathing mindfully.

**Seek a sense of achievement.** Find smaller projects that you can reasonably achieve and then celebrate.

**Communicate with your team.** This may mean voicing the challenges instead of hiding them from your team; sharing ideas for positivity, compassion, and celebration; and creating a culture of practice and exploration instead of performance and perfection.

**Get outside support - onsite!** If you aren't thinking clearly because of stress, your success coach can give a different perspective. Their insight could be just the thing to help you unlock the solution.

## Philosopher's Corner

"Leadership is not about being in charge. It is about taking care of those in your charge." - *Simon Sinek*

