

## Success Coaching Benefits Managers & Supervisors!

In February ERN® Success Coaches from around the country gathered for the ERN USA Peer Learning Call to discuss ways in which they assist management.

**Everyone has needs, everyone has stress.**

Success coaching is available for any employee level. German playwright and poet, Bertolt Brecht, said “None of us is completely self-sufficient, and so it’s a very good thing that when our ascent toward the better things in life is more than we can manage, other people often provide the ladders we need.”

Employee needs range from basic necessities such as housing to information needs such as elder care. Sometimes it just helps to vent to someone objective or brainstorm solutions.

**Referrals strengthen the team.** When employees have attendance issues, are stressed and unable to focus due to home challenges, or are experiencing co-worker

*Lucy Farrow, Production Supervisor (Outerwears) (right) and Stephanie Bourne, Success Coach (left) (Southwest Michigan ERN), both enjoy helping employees succeed.*



issues, supervisors are often the first to notice. By referring their employees to the success coach, they are giving their team the tools they need to succeed. Lucy Farrow, Production Supervisor for Outerwears, says she appreciates the support that the ERN provides and feels good about how it’s helped their employees. “As a supervisor, I love

recommending that my staff contact their success coach for help. I care so much about our Outerwears family and want the best for them.” **Leadership training opens communication.** Success Coaches can provide materials and trainings to supervisors on topics such as team building, communication, and Workplace Stability.

## Ways Managers & Supervisors Benefit from Success Coaches



**Request Services Yourself:**  
Relieve Stress & Get Support



**Refer Employees for Services:**  
Strengthen & Retain Your Team



**Participate in Leadership Training:**  
Personal Growth & Culture Improvement

### Soaring to Success Employer Resource Network®

#### Our Goal

Creating access and resources for employee success at work and in life.

#### Member Companies

- ◆ Choices in Community Living
- ◆ Graceworks Enhanced Living - Dayton
- ◆ Graceworks Enhanced Living - Cincinnati
- ◆ Kingston of Miamisburg
- ◆ Matandy Steel & Metal Products
- ◆ Primary Health Solutions

#### Strategic Partners

- ◆ ERN Ohio
- ◆ ERN USA
- ◆ Day Air Credit Union
- ◆ SELF

Group trainings can open communication among peers and help improve company culture.

**Supervisors - take a load off!** Your role can be stressful. See your success coach to address your own needs, refer employees to strengthen and retain your team, and improve your leadership skills. *Source: Southwest Michigan ERN; ERN USA*

**Mika Hanson-Edwards**  
Success Coach  
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513-953-8674 (cell)

Your company offers Success Coaching services to assist with any personal, home or work challenge. You succeed - your company succeeds!

### Choices in Community Living

1651 Needmore Rd, Dayton

◆ Tuesday: All day

### Graceworks Enhanced Living

6451 Far Hills Ave, Dayton

◆ Monday: All day

◆ Wednesday: Morning

### Graceworks Enhanced Living

11370 Springfield Pk, Cincinnati

◆ Thursday: Morning

### Kingston of Miamisburg

1120 Dunaway St, Miamisburg

◆ Wednesday: Afternoon

### Matandy Steel & Metal Products

1200 Central Ave, Hamilton

◆ Thursday: Afternoon

### Primary Health Solutions

210 S. Second St. Hamilton

Wednesday: Afternoon

#### Walk-in Welcome

Call, email or text for appointments.  
Off-site meeting locations available.  
Request additional times if needed.



## Employee Success: Rent & Utility Funds

An ERN member employee is grateful for the assistance his success coach provided that allowed him to avoid eviction, pay off bills, and start working on long term goals.

#### Overcoming the impossible.

Unreliable transportation had caused work absences and HR referred the employee to the success coach. In receiving federal rental assistance funds that paid past due rent and three month's ahead, the employee was able to get back on the road.

**Getting ahead.** The employee was then able to pay off a large amount in tickets, get their driver's license back, and get car insurance again.

**Navigating bumps.** After receiving rental funds, it had been six weeks and the employee's utilities still hadn't been paid by the processing agency. The employee was having trouble getting in touch with the case worker. The success coach was able to get the payment expedited.

**Moving forward.** With immediate needs taken care of, the employee began to consider long term goals. They joined a partnering credit union to get financial counseling and work on credit improvement for home ownership. The employee is taking advantage of success coach help with each step of their journey. Do you have seemingly unsolvable challenges that are creating major obstacles in your life? See how your success coach can help you!

Source: West Michigan ERN

## Strategies for Helping Teens with Depression

Do you have a teen who suffers from anxiety or depression? Have you noticed that it became worse due to the pandemic? Are you struggling with ways to help your child, and also how to handle the stress that comes with it?

**New insights.** A recent Adolescent Brain Cognitive Development study of 3,000 children ages 11-14 years showed that **support from family and friends, along with exercise and sufficient sleep, have helped protect teens' mental health during the pandemic.** The study also found that teen girls have been more likely than boys to suffer mental distress.

**Find support.** Your success coach can assist in finding a mental health professional for your teen along with support groups. Targeted support groups can address issues such as bullying, sexual assault, or eating disorders. Church youth groups can be a source of support where teens can meet other kids in an uplifting environment. Groups and programs outside of their school can provide different perspectives and a fresh start with new friendships.

**Don't leave yourself out.** The stress from handling your children's issues can be overwhelming. Use your success coach as a sounding board.

**EAP Offerings.** If your company subscribes to an Employee Assistance Program, you may also receive mental health counseling there. Source: *United Press International; EaRNed Success ERN of Ohio; ERN USA*

## Philosopher's Square

"Everyone needs help from everyone." - Bertolt Brecht