

Calling All Supervisors: You Make the Difference!

While ERN® Success Coaches work independently from your company and confidentially with its employees, companies that see the greatest rewards are those with supervisors that embrace its offerings proactively.

Partnerships that work. These supervisors recognize employee challenges and needs (including their own), build a relationship with the Success Coach, and encourage employees to seek assistance.

ERN® Success Coach benefits. Employees see their Success Coach onsite (or remotely when needed) to help lower stress, address basic needs, solve workplace issues, and increase skills for greater success at both work and home. This frees up time for supervisors to focus on processes, production, and profitability. When employees succeed, the entire company



Brad Salen (left), Success Coach (Ashland Richland ERN), meets with supervisors weekly such as Gary Klein, Kiln Supervisor of Mansfield Plumbing Products (right), to build partnerships that support employees in their path to success.

succeeds. **ERN® member company success.** “Mansfield Plumbing is a medium to large-scale manufacturing facility located in central Ohio,” said Brad Salen, Success Coach (Ashland Richland ERN). “They became our first ERN® member, investing one full share in January 2020. Halfway through the year, after seeing a 90% retention of hourly employees who met with the Success Coach, they increased their investment to two full shares, placing the Success Coach onsite for 12 hours per week.

Mansfield Plumbing continues to stabilize its workforce while also increasing the capacity of mid-to-upper-level leadership. Mansfield Plumbing seeks to not just address ‘moments of crises’, but to change its culture by assisting employees with personal development alongside technical skill development. By doing so, Mansfield continues to be an employer of choice in our community - supplementing highly competitive wages and generous benefits with a culture that breeds

Southwest Michigan Employer Resource Network

Our goal...

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

Member Companies

- ◆ Bronson Kalamazoo
- ◆ KRESA
- ◆ Heritage Community of Kalamazoo
- ◆ Landscape Forms
- ◆ Schupan
- ◆ TH Plastics

Strategic Partners

- ◆ Kalsee Credit Union
- ◆ ERN USA
- ◆ Michigan Works! Southwest
- ◆ WE Upjohn Institute

health, stability and ownership where someone works.”

How can you and your Success Coach work better together? Meet weekly to discuss issues and resources. Brainstorm outreach activities for program success. Utilize your Success Coach for your own information needs and stress reduction. *Sources: Ashland Richland ERN; ERN USA*

Betsy Sanchez, Success Coach
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Due to Covid-19, many ERN member companies have Success Coaches working remotely. We will resume workplace onsite success coaching when safe for each company.

Success Coach, Betsy Sanchez, is available exclusively (for now) by phone, text, email or online meeting for companies at the following companies:

- ◆ **Bronson Kalamazoo**
- ◆ **Heritage Community of Kalamazoo**
- ◆ **KRESA**
- ◆ **Landscape Forms**
- ◆ **Schupan**
- ◆ **TH Plastics**

ERN® Success Coaches are remotely assisting employees around the country with any challenge or need they have at work or home.

Seeing a Success Coach is free for you and confidential - a benefit from your employer. When employees succeed, the entire company succeeds!



Make a Plan to Best Utilize Your Tax Refund

Before you receive your tax refund this year, consider seeing your Success Coach to review your budget, access resources, and prioritized debt reduction.

Planning in difficult times. Sharon Calhoun, Success Coach (*EaRNeD Success ERN*), says, "The pandemic has been unpredictable, changing many people's financial situations. It's important for employees to plan how they will spend their tax refund so they can be best prepared for whatever may lie ahead."

Emergency fund. Make sure to set aside three to six months in case you lose your job or have surprise expenses.

Crush debt, reduce interest. Weigh paying off small debt first to get off your plate vs. paying off higher interest balances like credit card debt. How much interest do you pay on your car loan? Could you refinance your house with current low rates? Don't miss student loan payments, and keep an eye on possible legislation that could forgive up to \$10,000 in student loan debt.

VITA assistance. If you haven't reserved your free tax preparation and filing, there may still be available slots. Call the IRS to find a location near you: 888-227-7669, or United Way's 211.

Sources: *EaRNeD Success ERN*; *ERN USA*; *daveramsey.com*



Signs for Supervisors: Stress & Mental Health

Along with keeping an eye out for ways that employees may be struggling with physical barriers that may jeopardize a team member's employment, it's also important to recognize behavioral signs.

Changes in work habits that may indicate stress/depression:

- ◆ Lower productivity such as working slowly and missing deadlines
- ◆ Difficulty concentrating or making decisions
- ◆ Forgetting tasks, procedures or requests
- ◆ Overworking
- ◆ Difficulty with changes in work procedures or routines
- ◆ New absenteeism or tardiness
- ◆ Calling in sick frequently
- ◆ Missing meetings
- ◆ Showing up late
- ◆ Changes in demeanor
- ◆ Exhibiting excessive nervousness, restlessness or irritability
- ◆ Seeming passive, worried or tense
- ◆ Exhibiting excessive fatigue
- ◆ Seeming withdrawn
- ◆ Exhibiting an unwillingness to communicate or retreating from interactions
- ◆ Appearing emotionless or numb

Success Coach referrals. If you or your team members are experiencing stress, depression and/or are seeing signs from work behavior, your Success Coach can meet to access the situation, help solve issues, and refer for counseling if needed. Sources: Southwest Michigan ERN; *USA ERN*

