

Motivational Quotations

"Whenever you do a thing, act as if all the world were watching."

- Thomas Jefferson

"One important key to success is self-confidence. An important key to self-confidence is preparation."

- Arthur Ashe

"We are not in a position in which we have nothing to work with. We already have capacities, talents, direction, missions, callings."

-Abraham Maslow

Skilled Labor Shortages Update: The Education Gap

The retirement of Baby Boom workers is one contributing factor to the expected skilled labor shortage. The EPF projects that by 2031, nearly 50 million workers in today's labor force will have reached age 65. **Between 2003 and 2013, 30.7 million job openings will exist** for those with at least a two-year college degree. Based on current graduation rates, however, **only 23.3 million new college graduates will be available** to fill those positions. If the rate of college graduates declines, as some predict, the gap will increase further.

Diverse Workforce Success

Making an organization's infrastructure more diverse has been shown to improve corporate culture, company image, and relationships with clients. National studies show that over the next ten year more than half of those entering the workforce will have a minority background. Leadership industries in diversity recruitment include healthcare, engineering, hospitality, technology and transportation.



Fastest Growing Occupations

Five Tips for Managing the Nexters

Nexters were born after 1977. Self-confident and optimistic, they have high expectations of everything and everyone. They offer energy and technological competence, but also present some management challenges. Nexters are really just learning organizational preferences. However, they are good networkers and respect authority, structure, fairness, and value. They will work for the good of the whole.

1. **Mentor them. By and large, they do not have workplace savvy, nor much of an idea how a workplace functions or its norms.** Share what you know about the workplace with them. They desire flexibility, but will require guidance and direction. If Nexters feel that you care about their well-being, they will be loyal and work hard.
2. **Help them learn interpersonal skills** for the workplace. You may have to rescue them from difficult situations with clients and co-workers until they have developed appropriate skills.
3. **Adjust their level of expectation.** Advancement may require more patience than they expect. **Keep communication lines open**, and elicit feedback and suggestions for improvement.
4. Be clear about the separation between the personal and the professional. For example, the assignment of repeated tasks should not necessarily be considered a punishment or an insult to their abilities or promise, but simply an aspect of the workplace where daily repetitions are just part of how things function.
5. Most importantly, give them something to learn. They are motivated by learning and want to see results.

Four Generations in the Workplace: Best Rewards

Generation Nexters, born after 1977, value civic duty, achievement and diversity. Open avenues for education and skills building, outings.

Generation Xers, born between 1960-1980, value diversity, global thinking, and pragmatism. Xers like better technology, adventure holidays, toys, family oriented rewards and time off.

Baby Boomers, born between 1943-1960, value health and wellness, personal growth, and involvement. Lots of public recognition, status symbols, first class travel upgrades, visible roles such as speaking at an industry trade show, any type of resort or retreat.

Veterans, born from 1922-1943, value hard work, law and order and respect for authority. Veterans like memorabilia such as plaques, trophies, pictures of themselves with important people. Seminar trips to posh retreats are appreciated.

Build Management Depth Assurance

"Our long-term employees have been very loyal. But our top manager is retiring at the end of the year and we just don't have anyone internally to replace him who has the talent or is not also retiring with the next couple of years."

As today's generation of top executives and middle managers retire or contemplate second careers, there is a scarcity of talent capable of filling the shoes of those who leave the field. Why are so few of the deserving employees really qualified?

Answer: They have managed their specific areas very well, but few have the breadth, knowledge and exposure beyond their department to allow them to successfully climb to the

Of the top twenty fastest growing occupations listed in the new 2004-2005 Occupational Outlook Handbook, all of the corporate positions are in information technology.

- 57%** Network systems and data communications analysts
- 46%** Computer software engineers, applications
- 45%** Computer software engineers, systems software
- 44%** Database administrators
- 39%** Computer systems analysts



Statistics on Workplace Reading

People who work in offices spend more than half of their time every day reading.

- 87%** of people wish they had more time in their day to get work done.
- 78%** of people think they read too slowly.
- 84%** of people feel stress over the amount of reading they have to do.
- 92%** of people are unable to finish all of the reading they should be doing.
- 96%** of those people could do their job better if they could do that reading.

100% of us will never have more time without action.

next managerial or executive levels. The continual building of the pipeline of qualified successors to management and leadership positions is called "management depth assurance" or "bench strength" - and frankly **the benches are empty**.

Take the example of the very competent site manager who is promoted to regional manager. He succeeded at the local level because he knew "every inch of the plant." If there was a problem, he was right there to fix it. Now with multiple sites to manage, several of which were recently acquired and wrought with turnover and safety problems, he couldn't be at all three facilities at once. He was losing control and his hands-on approach just doesn't work in the new context. Within six months on the job, expenses rose, retention fell, accidents occurred, and he was intolerable to be around.

Finding, training, and bringing along a pool of replacement talent is something executives need to do now. **Only 15% of the executives surveyed by McKinsey & Co. said improving the talent pool was a top priority, even though 75% of those same executives said that "a chronic shortage of talent" was one of the constraints on their companies' growth.**

But how is building bench strength done? What are, and will be, the demands on managers and executives as personnel and operations become increasingly complex? What qualities and skills are important? To find out, you must ACT. First identify the essential **Activities** of the job. Second, identify what **Competencies** and skills are required to perform these activities well. And third, select the right **Tools** and techniques to evaluate an individual's proficiency at these competencies.

Call Data Dome Inc. today at 404-814-0739 for a free consultation. We can help you do all three.

Prevalence of Counter-Productive Behaviors

A research study "Productivity Crimes: Realities, Risks & Profit" (Batrus Hollweg) has documented the prevalence of counter-productive behaviors among food service employees. Eight counter-productive behaviors were identified and measured: product theft, cash theft, food violations, drug/alcohol abuse, unreliability, sexual harassment, anti-diversity and disrespect for others. Here are some of the findings:

- 27 percent have given food to family and friends and not charged them.
- 44 percent knowingly ignored rules regarding the handling of food.
- 52 percent came to work hung-over from alcohol.
- 28 percent came to work hung over from drugs.
- 44 percent said they had not shown up for a scheduled shift at work.
- 41 percent did not complete work assigned to them because they knew co-workers would pick up the slack.
- 26 percent said they were late for work.

"If an individual participates in one form of counter-productive behavior, he or she is likely to engage in other forms," said Hollweg. "Left unchecked, these counter-productive behaviors not only have a direct impact on profitability, but they also can impact negatively the work environment, driving away honest, responsible and productive employees, which ultimately impacts customers."

On the other hand, the person scoring highest for integrity is likely to above average in productivity too!

Have employee integrity issues? Call us at 404-814-0739 to discuss our integrity assessments and the oral fluid drug testing program.

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