



## **Human Services Advisory Committee Meeting**

Spring Semester 2018

April 9, 2018 @ 12 pm

Alumni Room – Student Union

### **MINUTES**

**Members:** Mark Heinert, Bianca Bell, Lisa Hoynes, Jim Vetter, Amy Erickson

Members from both the Human Services & Management advisory committees were in attendance and were welcomed. The time taken from their busy schedules is much appreciated. We enjoyed a delicious lunch provided by BSC.

Lisa Hoynes provided an overview of the Human Services area and goals of that advisory committee. Shirley provided an overview of the Management advisory committee.

We had a conversation about the budget concerns in North Dakota and how they impact BSC and our specific areas and then further discussion on how it also impacts many of the businesses represented by committee members in attendance.

Much of the rest of the meeting was spent discussing employees in one form or another. The conversation began with the reality that it is easier to find new employees than it is to keep current employees. The old thought was that if you treat an employee well, they would stay with you for the long term. That is no longer the case, on the whole.

A related area of concern/interest is that newer employers want change or new challenges. It is one reason why it is difficult to retain employees. It is necessary to accommodate the employees need for change with the needs of the business to get the work done. One of the members related how their organization re-thought how the work was done at their office. The structure of how things were viewed changed dramatically. The result was that many of the more senior members of their workforce left. However, that allowed them to advertise for positions that were tailored to the new structure and they have a group now that is like minded but function well and get the job done.

One of the changes that is being demanded by workers involves flexibility and options. A conference one of our members went to recently showed a slide talking about “new most valuable workers” and it indicated that two-thirds of workers see their job involving no set hours, no set working space. This can be a difficult concept for some managers, and it is an impossibility for some jobs, but it is a concept that needs to be looked at incorporating to whatever extent possible and still get the job done. Most studies have found that given the opportunity for flexibility most workers do get the job required done but have the benefit of having a better view of their job.

One concern that was brought up with the flexibility is the perception of other workers on any inequity between employees. Why isn't that person here as early as I am? Why aren't they here as late as I am? The boss needs to know what their workers are doing, or not doing, and if there seems to be issues amongst employees find subtle ways of indicating that each of them are working to the level they are supposed to be working.

Another concern brought up was that when looking for new employees be sure to have thoroughly examined the needs before listing the job, don't settle for less than what you need because long-term it won't help you, and don't forget about your current employees. It is always possible you already have the best candidate already working for you.

The conversation then turned to what we should be doing to help prepare our students to be great employees. Encourage students to think like managers. What would you do if your employee behaved in such and such a manner? What are the basic courtesies expected from an employee? Remind them of the importance of giving a proper notice rather than just not showing up one day because they don't want to work there anymore. What is the expectation for a beginner worker? What pay should they expect? What hours? Most employees start out with the least favorable shifts/duties and then work their way up. It is not a reasonable expectation that they will work in to their dream job without putting in the effort to earn that position.

Finally, when possible, be transparent. Show information with your employees about the company. Let them know the costs of running the business. The more they understand the big picture the more realistic expectations they can have and in many cases the more willing they are to help. Consider doing two evaluations per year of your employees. Have the longer one NOT be tied to salary increases. That way the employee is not sitting there just waiting to hear how much they will get but can focus on job performance issues that may need improvement and it can be more effective.