

# Why Trust Is Essential In Business



Trust is foundational in every relationship. Business is no exception. Your clients must trust your abilities. Your employees must trust their colleagues. Without trust, your company cannot experience growth.

Trust empowers your employees. This sense of empowerment leads to at least 26% higher employee satisfaction, according to a study by Yona Kifer of Tel Aviv University.

As a [Specialty Quality and Regulatory Recruiter](#), I have seen many types of business relationships. From experience, I know that it is essential to build trust in a company.

Before I start, think about someone in your life that you trust...

Why do you trust them? What qualities make them different?

Many of those qualities are important to a trustworthy business relationship. This article explains how to build trust within a business.

## How to Build Trust

### Share information

Many managers are reluctant to share information with their employees. They don't know what's appropriate to share so they just don't say anything at all. Unfortunately, your employees keep working without knowing if they are meeting goals or where they can improve. Don't be afraid to show-off quarterly goals. The more your team knows, the more invested they will feel with the company.

## **Commit to Your Word**

We want to work with people that we can count on. Nothing speaks louder than sticking to your word. If people can't rely on your word, they won't trust you. They may extend some grace initially. Eventually, noncommitment leads to doubt and disbelief.

## **Stay Consistent**

No one wants to wonder whether their colleagues can deliver. You have to be trusted to do a great job every time. Doing so, can also motivate your employees to improve their job performance.

Keep your mood consistent as well. Communication is essential within a company and a positive mood can make your employees feel more comfortable confronting you with their problems.

## **Be a Role Model**

Act how you want your employees to behave. As the business leader, you are a role model. Your employees will only work as hard as you.

If you want your employees to meet deadlines then make sure that you meet deadlines, and your work is thorough and complete. Show up on-time. Your behavior will make an impression.

## **Put Your Trust in Employees**

Trust is earned. However, if you want to build trust, you will have to trust your employees.

For example, if you know that an employee wants a promotion then delegate the employee more tasks. Stay open-minded until you have a reason not to.

Taking the time to build trust within your company is an investment for the company's future. As a recruiter for over 20 years, I have seen many styles of leadership. The teams that work best together have great communication and trust. It also improves employee retention to keep your great team intact. If you would like to discuss other ideas and tactics to improve the performance of your team, contact me at [jking@rqfocus.com](mailto:jking@rqfocus.com) or (541) 639-3501

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# How To Discover a Candidates "True" Personality



In the past two articles we took a look at interview questions that can help go beyond the standard interview questions. This time we take a look at breaking through a candidate's best behavior during the interview and "honeymoon" period of employment.

From early childhood we are taught to always act on our best behavior when meeting new people. As we get older we are taught to put our best foot forward whenever we are networking or interviewing. **How people act in an interview can be very artificial.**

The best-case scenario is that the interview is a well-rehearsed production with a candidate who has dressed in their best suit ready to give a prepared "pitch" on their attributes and abilities. This production generally continues through the "honeymoon" period of the first six to twelve months that the candidate is in the position.

The shiny veneer usually fades at the 18-month mark, just when the candidate is fully trained and integrated into the team. How can this be avoided? Luckily the resume and interview can shed all the insight needed.

**A candidate's true colors can be seen in a candidate's job history.** If the candidate who has been in the workforce for 5 years or more has had five different jobs or more, there could be an issue. While this is not a tried and true

means of weeding out potential issues in the future, it is definitely a talking point for the interview.

By asking the candidate about the chronic job changes, much more insight can be gained. What attracted them to the position and/or company? Why did they leave? Do they regret leaving? How did their manager rate their performance? What aspects of the job did they like and dislike?

Digging deep into the candidate's past will not only take them away from the well-rehearsed stock interview questions, but will also cause them to hopefully be candid about their job history. It could be revealed that they are a victim of layoffs, hence the frequent job changes. Perhaps they continually apply for and accept jobs that they are overqualified for, but feel that they can make the best of.

**The most competent person may not possess good judgment.** This is especially important in industries where confidentiality is important. Whether it is client/ patient information, trade secrets, or other sensitive information it is important to know that your staff is abiding by company policy and/ or the law.

Gauging a candidate's values can be achieved through interviewing. **Real life scenarios that take place in the specific workplace can expose how that candidate may react when placed in that situation.** Do they follow a manager's instructions about honesty with a customer when it comes to a product delivery date? If a manager leaves sensitive documents accidentally out in plain sight would they read them?

**Once the interview process is complete- ideally with the candidate meeting with the hiring manager and another leader in the organization - it is time to check references.** Candidates should be asked to provide contact information for direct managers of previous employers. These are the individuals who can shed the most insight on the candidate's past performance. Speaking to the direct supervisor's direct report can give even greater insight and unbiased information on the candidate. The BEST question to ask a prior manager is "What is the best way to manage and/ or motivate (name)?" While previous managers may hedge on not recommending they will often answer that question candidly.

Employee attitude, not skill is usually the largest factor in failure in the first 18 months of a position. Seeing through a candidate's best behavior during the

interview process will help determine the long-term success of your new hire.

If you're losing exceptional candidates to your competition or finding that your pool of qualified candidates is drying up, then I invite you to a complimentary consultation on how to attract great talent AND keep from losing them during your interview process. Simply reply to this email to schedule a call. I promise that you will leave our call with 2-3 ideas to greatly impact your ability to find, attract, and procure the top 10-15% of the candidate pool on a consistent basis.

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## 5 Reasons Why Your Employees Are Quitting



Any business owner knows the anxiety when great employees quit their jobs. We invested training, resources, and time. Then your employee puts in their two weeks notice.

*Why did this happen?*

This article explains some of the top reasons that employees quit their jobs. Hold an exit interview to discover where your employees were dissatisfied.

### Low Compensation

Money is one of the most persuading factors for business decisions. This includes wage. Your employees want to be paid what they deserve. If your incentive does not fit the employee's effort you could experience a high turnover rate. Especially

in a tight market for talent where your employees may be getting contacted about opportunities that are offering a better compensation package. Retraining, relocating, and hiring is a hefty cost for the company. In the end, paying your employees less could be costing your company more.

## **Negative Environment**

Bullying, screaming, talking down, mismanagement, hostility, or more subtle forms of poor communication are all forms of a toxic work environment. As a business leader, you should not accept this environment as “what it is.”

*What is the root of the problem?*

If an employee is spreading gossip then speak with them. If the problem is ongoing, you will probably experience high turnover in your workplace. Another common problem I hear about is lack of recognition or appreciation for the job your employee is doing. Showing appreciation goes a long way to building loyalty with your employees.

## **No Opportunity for Growth**

According to a survey by TinyPulse, Only 26% of employees surveyed felt they had adequate opportunities for career growth. The managers of these same employees were more optimistic: 50% of managers surveyed felt there was adequate opportunity for professional development at their organizations. This is a major disconnect!

The miscommunication can lead to a high turnover rate. Employees want to work for a company where they can advance their career. To avoid conflict, provide job trainings and promote new openings internally.

## **Poor Management**

Poor management impacts the entire organization. Employees become unproductive, unmotivated, and the company is unable to fulfill its potential.

The average organization is 50% as productive as it should be, thanks to less-than-optimal leadership practices.

## **Problems of Poor Management**

- Operate Bad Meetings
- Employees Not Recognized
- Employees Afraid of Losing Job
- Stressful, Negative Work Environment
- Hire the Wrong Candidates

## **Pursue Another Passion**

Sometimes, the career just does not fit your employee's passion. They may decide to move onto another career that is a better fit. Don't take this rejection personally. Wish them good luck.

It is inevitable that your employees will quit. However, if you are experiencing high turnover it is important to discover why this is occurring. I am a specialty Recruiter for Regulatory and Quality professionals and can help find you the right candidate the first time, and can give you some insights on how to keep the employees you have. Contact me at [jking@rqfocus.com](mailto:jking@rqfocus.com) or (541) 639-3501.

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## **The Importance of Asking Questions at Work**



Asking questions can be the simplest and most effective ways of learning.

Innovators, brilliant minds, and curious thinkers ask questions. If you are not asking questions, you could be missing out on opportunities.

As a business leader, information is imperative. You need to understand what your employees and clients need, as well as where your organization can improve.

Not convinced? Learn why asking questions can be imperative in the workplace:

## **Questions Encourage Creative Thinking**

An innovative company is always coming up with new ideas. Brainstorming sessions are a productive method to inspiring new ideas. Questions can create the creative thinking that you need for a great brainstorming session. Open-ended questions are some of the most efficient, such as;

- I wonder if/why...
- What would happen if...
- In what ways can we...

## **Questions Create Reflection**

There are periods where we all just focus on getting the job done. However, if those periods turn into years, we can lose the spark that makes us creative leaders. Constantly ask yourself questions, such as;

- Why are you in business?
- What is your favorite part of your job?
- How did you create change this year?

## **Questions Start Change**

It's easy to get stuck in a rut. During those periods, we know that we need to make changes but we can't find where to make it work. Your questions could open a new way of thinking that keeps your company innovative.

Now that you know why to ask questions, it's important to recognize how to ask. You don't want your important question to go unnoticed.

- Watch your tone by keeping it casual.
- Use follow-up questions by focusing on listening.
- If you are looking for information, start with the tough questions. If you want to build relationships, start with the easy questions.
- Keep the questions open-ended.

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## How-To Improve Your Schedule



Have you ever jumped on Facebook, only to still be scanning a half hour later? We have all done it. At work, distractions can be a serious problem to our productivity.

A thorough schedule can be a lifesaver when we are struggling with distractions. You are able to break down your tasks into a manageable timeline that helps keep you on track. That's just one piece of the puzzle. Learn some of the best techniques to managing your schedule to save hours in your work week.

### Break It Down

Almost every task can be broken down. Instead of “write a report”, schedule 20 minutes for researching, 20 minutes for an outline, 40 minutes for a rough draft, etc. Breaking up projects makes your day more manageable.

## **Be Realistic**

You can't do everything in a day. Be realistic with your work week. We may really want to complete a research project but with other deadlines, it's not always feasible. Instead, create a realistic schedule with push goals if you have extra time.

## **Prioritize Items**

Start your day with your two most important items. For many of us, that could be checking emails and meetings. Finishing your priorities prevents stress for the rest of the day.

## **Time It**

Create a timeline for each day. We often think optimistically that our report summary will only take an hour when in reality, it will take two. Be honest with yourself.

*How much time will the project really take?*

That way, you can comfortably fit the assignment into your schedule. Any extra time can be used for miscellaneous tasks or a head start on another project.

## **Schedule Time to Schedule**

As your week passes, you might need to reschedule your days. Give yourself a half an hour on Friday to create the schedule for the following week. Schedule at least ten minutes at the end of Monday through Thursday to make changes. As meetings and projects arise you will need to be flexible.

## **Acknowledge What You Accomplished**

Pat yourself on the back! You deserve it. Work can be stressful and managing your work schedule can be complicated. At the end of each day, reflect on what you accomplished. It can help boost morale and keep you motivated.

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# How-To Professionally Quit a Job



Quitting a job can be life changing. You probably spent 40 hours a week at the office, had coworkers that became friends, and relied on the job for your cash flow.

As a specialized Quality and Regulatory Recruiter for over 20 years, I see people leave jobs for many reasons. The following situations are most common;

- Higher Pay
- Career Advancement
- Escaping a Negative Work Environment
- More Interesting Work
- Lack of Recognition or Accomplishments
- Better Alignment Between Personal Values and Organizational Priorities

If you are seeking a new job, it is important to follow professional procedures. You will have a better chance of receiving a positive referral.

## Provide at Least Two Weeks of Notice

Always provide at least two weeks of notice when quitting your job. Your company needs time to prepare for your departure. They will need to disperse your responsibilities among other coworkers, and start the hiring process or promote an employee into your position.

# Make up your mind first

Before you submit your resignation, you must be clearly committed to leaving. Have you already pursued all avenues for advancement within your firm? If so and you didn't get the response you hoped for, it's time to leave. Since you may be immediately walked out of the building upon giving notice, make sure you have cleared all personal files from your computer and desk.

## Notify Your Boss in Person

Notify your boss first, in-person. I have seen many employees make the mistake of sending a resignation email. An email is unprofessional and you will still have to face your boss at some point before you leave.

First schedule a time to speak with your boss privately. Simply state that "I've so enjoyed working with you here, but another opportunity has presented itself and I've made a decision to move on." Your boss might propose a counter offer. Be prepared with whether you would accept the conditions and your bottom line.

## Give Your Notice in Writing

In business, it's important to get everything down in paper, including your resignation. Provide your boss with a resignation letter when you meet. The following is an example of a resignation letter.

### Resignation Letter Example

Your Name

Your Address

Your City, State, Zip Code

Your Phone Number

Your Email

Date

Name

Title

Organization

Address

City, State, Zip Code

Dear Mr./Ms. Last Name:

I want to thank you for all you have done for me here at (company). It's been a pleasure working with you and representing the company as your (job title).

I have accepted an offer with another firm and have decided to tender my resignation as of today, with my last day being (date). This decision has nothing to do with the exceptional opportunity you have provided for me here. You and the company have been more than fair with me, and I genuinely appreciate all of your support.

I wish (company) continued success, and I want to thank you for allowing me to be a part of your team. I hope you will respect my decision. Please feel free to let me know how I can help to make this a smooth transition.”

Sincerely,

Your Signature (hard copy letter)

Your Typed Name

## **Be Prepared to Explain Why You Are Leaving**

Your boss will probably have questions of why you are leaving. Your answers can provide a perspective of where the company needs to improve.

### **Common Questions During an Exit Interview**

- *Why are you leaving your current position?*
- *Do you think you were adequately equipped to do your job well?*
- *What was the biggest factor that led you to accept this new job?*
- *What did you like most about your job?*
- *What did you like least about your job?*

# Return Company Property

Don't forget to give back keys, ID badges, computers, documents, and any other company property. Your company does not want to chase you down. Everything should be handed over on your last day of employment.

Quitting your job can be scary but it opens the door to a new opportunity. Email me your resume at [jking@rqfocus.com](mailto:jking@rqfocus.com) to get started in a new career.

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# 6 Reasons You Could Be Tired at Work and How to Boost Your Energy



The mid-day slump is a problem for thousands of office workers. You can treat your fatigue with energy drinks. However, energy drinks are only a temporary fix.

This article will address common reasons that you could be fatigued. Reflect on whether these habits have become part of your lifestyle. If you have high energy, you will be able to perform better, deal with stress better, and be happier at work.

## Smoking

Thousands of warnings alert us that smoking causes cancer. We often miss how

smoking impacts our daily lifestyle.

According to Dr. Michael Roizen MD, smoking causes our arteries to dilate to only 50% of people of those who were never exposed to tobacco smoke. When the arteries to your muscles can't dilate, the muscles feel acutely tired and sore. Therefore, you cannot do as much.

If you are taking a mid-day smoke break, stop! While smoking creates an immediate energy boost, it does not create sustainable energy that gets you through the work day.

## **Over Stressed**

Have you ever had a difficult problem that you poured all your energy into solving?

Managing stress can be draining. WebMD claims that stress activates your sympathetic nervous system. The sympathetic nervous system creates a high energy boost to deal with the problem. The body quickly crashes preventing sustainable energy.

### **How to Control Your Stress Levels**

- Improve Time Management Skills
- Seek Counseling
- Say "No" When Possible
- Take Personal Time
- Plan Tasks Ahead

## **Excessive Coffee Intake**

Do you drink coffee throughout the day for energy? The habit could be making you more tired. Excessive coffee makes you dehydrated, which causes fatigue.

Studies by MayoClinic show that four cups of coffee per day is safe for adults. If you are chronically tired, stick to one cup of coffee in the morning. Keep a water bottle next to you filled with water. Make it a goal to finish the water by the end

of the day.

## Poor Diet

When we get busy, we often eat the fastest thing that we can find. That meal is usually unhealthy. Unfortunately, if you are eating foods that are high in sugar and simple carbs, you will probably crash after an hour. Snack on nutrient dense foods to help you maintain energy throughout the day.

Follow these healthy eating tips to provide you with sustained energy;

- Snack on protein and fiber rich foods
- Remove the energy drinks and replace them with water
- Balance your plate with protein, complex carbohydrates, and fruits and vegetables.
- Eat small meals with nutrient dense snacks

## Never Saying “No”

Do you ever feel mentally drained when you are overwhelmed with responsibilities? If you feel yourself hitting a wall then start saying “no”.

“No” if you are too busy. “No” if the project will keep you in the office until late at night. There will be times when your job position requires you to say “yes” to overwhelming projects. However, recognize when you can say “no”. This will help you decrease stress that causes fatigue.

## Glued to the Computer

Sitting long hours at the computer is not just bad for your back and waist line. Staring at a computer screen can cause mental fatigue that leaves us unmotivated at the end of the day.

Excessive computer work can cause Chronic Fatigue, a disease where you suffer from tiredness for over six months. More than 500,000 people in the United States have been diagnosed with Chronic Fatigue Syndrome. Computers and

smartphones are linked to eye fatigue because you blink less when using a digital device. Blinking naturally refreshes the eyes. Electronic device users blink half as often as normal.

Step away from your computer every hour to avoid Chronic Fatigue. Standing can also reenergize you to get your job done.

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## **How-To Be An Inspiring Leader**



All business leaders know that it can be very frustrating when your employees are not engaged. Work quality decreases and the team operates less cohesively. Sometimes, the problem is that your employees are uninspired. Evaluate your leadership habits to determine if you can create an inspirational workplace.

### **Reward Employees**

Rewards aren't just for dogs and children! Make your employees feel important by rewarding them accordingly.

For example, create contests in the office for ideas on cost reductions or streamlining a process. Whoever wins gets a bonus. See more examples of company rewards in [20 Techniques for Acknowledging Your Employee's Good Work](#).

# Focus on the “Why” Rather than the “What”

Have you ever been handed off a task without knowing why? This can be frustrating when you have piles of work to finish.

Do not just send an email to your employee asking to complete a task by the following day. Explain to your employee why the task needs to be completed.

For example, there could be a productivity problem within the company. The task is the first step to a new system to increase productivity by 25%. When your employee understands why they are completing the task, they will feel happier about getting the job done.

## Provide Training Opportunities

Most people start new jobs with hope of a better career. However, employees can lose motivation and get stuck in the same position for years.

Keep your employees inspired by providing training opportunities. If you have the budget, industry specific conferences are held throughout the country. Sending employees is an educational opportunity to improve job skills and inspire creativity.

## Be a Role Model

Have you ever heard the phrase “practice what you preach”? In business leadership, this can refer to job performance. If you want your employees to show up on time and complete their work thoroughly than you must do the same.

## Encourage Participation

Lack of participation can be a major problem at work. Your company could lack valuable innovation that makes a business unique. Eventually, you need to replace employees that do not contribute to the team.

Firing your employees should never be the first step! Replacing an employee is

time consuming and expensive. Make sure that you are giving your employees a reason to participate.

### **How-To Encourage Participation at Work**

- Offer Rewards
  - Keep Participation Sessions Brief
  - Inform Employees of the “Why”
  - Create a respectful environment where all ideas are welcome
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## **7 Techniques to Stay Happy at Work**



Happiness is a choice. However, as deadline approach we can feel pressure and stress that makes happiness feel like a pipedream. Under busy conditions, it's important to focus on achieving greater mental health. The following tips can help you stay happy at work:

### **Do Something You Love Every Day**

Sure, you might love your job. However, work does not replace a hobby or family time.

Americans employed full time work an average of 47 hours per week which equates to 6 days per week. They also do not take all of their mandated time off.

The average American receives 15 days off per year but only uses 14.

You need to make time for the things that you love to stay happy at work. This could be yoga, mountain biking, golf, knitting, or taking your kids to the park.

## **Stay Out of Work Place Drama**

Nothing like a little “he said, she said” to bring you down at work! Gossiping is high school and should stop when you are fifteen.

Work place drama is also destructive to your professional reputation. Your coworkers might start to recruit you to take sides or talk badly behind your back. Gossip is a recipe for unhappiness at work.

### **How to Avoid Work Place Drama**

- Save the venting for outside of the office
- Wait to reply to emails that feel like attacks to avoid scorching replies
- Never assume negative intent

## **Have a Clear Idea of Expectations**

Employers hire employees that help their company make money. Clarify what your employer expects from you to achieve what they need. This reduces stress from unclear end goals.

## **Don't Overcommit**

Have you ever felt pressure from not meeting job expectations? Avoid this by not overcommitting.

For example, your boss might be looking for someone to lead a project. This position could help you get a promotion. However, you are already loaded with tasks and working 50 hours per week. This is not the time to accept the position! Wait until you can perform to the best of your abilities.

# Help a Co-Worker

Have you ever felt happier after helping another person? Altruists are more likely to be committed to their work and not quit their job.

“Being motivated to help and believing your work makes a difference is associated with greater happiness in our analysis,” claims Donald Moynihan, professor in the La Follette School of Public Affairs. Moynihan found a link between happiness and altruism in the workplace between 49 countries.

Take 10 minutes to help with a difficult project to increase your happiness levels for the entire week.

# Think of 3 Good Things that Happened

When we focus on the negative, we will find the negative. Negativity can be a difficult pattern to break. Instead of focusing on your coworker’s rude comment or pile of work, reflect on three things that you are thankful for. Doing so, can improve your mood and make work more enjoyable.

# Sleep More

Have you ever gotten a poor night’s sleep and woken up cranky and anxious? Your body needs sleep, just like air and water.

## Signs that you aren’t sleeping enough:

- Yawning
- Irritability
- Daytime fatigue

Increase your amount of sleep to 7-9 hours per night if you are suffering with these symptoms. A well-rested brain is a happier brain.

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# How-To Overcome Common Fears at Work



Everyone strives for a job that they love. However, even our dream careers develop workplace fears. If we become focused on our fears, we can lose creativity, productivity, and develop stress. It's important to address our concerns. Fear could start impacting your job performance.

## The Fear of Being Fired

Whether you love or hate your job, we all have a fear of getting fired.

*How will we support our family? Will we be able to find another job? Will our new job make pay enough to support our lifestyle?*

As a Recruiter, I help find you jobs that fit your skills where you can feel secure. Nevertheless, if you are scared of being fired, here are a few tips for you to help you overcome your fears.

### How-To Overcome Your Fear of Being Fired

Firstly, assess your work situation. Is there a legitimate reason that you should be afraid of being fired? Some signs could be your boss being critical of your work, you are no longer asked to attend important meeting or your workload subsides.

If you can't find any reason, ask your manager for feedback on your work. Explain to your boss that you want to perform at the best of your abilities. Your boss will probably be impressed by your initiative.

## **The Fear of Not Receiving the Promotion that You Deserve**

Everyone starts at the bottom of the ladder in their career. With hard work, you can increase your position to manager, supervisor, or even CEO. Almost everyone who dreams of climbing the ladder, fears that the "other guy" will get the promotion.

As a recruiter, I help employees find companies that have potential for growth.

### **How-To Overcome the Fear of Not Receiving the Promotion that You Deserve**

Make it difficult for the organization to replace you. Always go through trainings to improve your job skills. Participate in brainstorming sessions. Be innovative! Be willing to help out in other areas and possibly get cross trained in those areas. It makes you more valuable to the company and your boss.

## **The Fear of Inadequacy**

We can easily feel inadequate when our tasks begin to pile. We feel overwhelmed and question whether we can handle our workload.

*At some point, someone will discover that we are incompetent.*

This chronic self-doubt causes stress which decreases our productivity.

### **How-To Overcome the Fear of Inadequacy**

Inadequacy can often develop from lack of communication. If you do not know what your boss wants then you are more likely to feel that you cannot complete the job well. Start by attaining a clear vision.

Ask your boss, "what would success look like in this project?" You can work

confidently now that you know the company's vision.

## **The Fear of Not Fitting In**

Everyone wants to be liked. Fitting in creates a more comfortable and fun workplace. However, if fitting in is an obsession, you might not value yourself.

### **How-To Overcome the Fear of Not Fitting In**

Start by being friendly to everyone. You will probably receive a positive response which will boost your confidence. After you boost your confidence, participate in brainstorming sessions. Impacting the office can also increase the chance of a promotion or raise.