

# BancSearch, Inc.™

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**Executive Search Consultants to the Financial Services Industry**

## ***Decision Leaders Are Chief Architects***

If you are someone in charge of making major decisions, it can be a very stressful job to hold. You have to present your ideas and decisions to people and hope they agree. It is not always easy to get multiple people to all think alike and agree on one main purpose.

That is where you have to be creative; you have to be the architect of the decision. If you are a leader of an organization, be proactive in order to help everyone agree. Present things in a way that everyone is involved.

### **What Does That Mean?**

A lot of times the presentation of an idea is all it takes to make it a home run. If you just boringly present an idea without enthusiasm and a great presentation, people are going to argue or disagree with their different ideas. Everyone wants to have their way with things.

When you are presenting an idea, be an architect, and design it to be just right.

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## ***Decision Leaders Are Chief Architects***



Are You Proactive In Your Decision-Making?

## ***Building Trust While Working Remotely***

With the worldwide COVID-19 pandemic, many businesses are working remotely. Some places have been using remote technology for many years and some are still learning. In many cases, businesses are realizing that they can work just as well remotely as in the office.

There is one thing that stands true though; you have to build a sense of trust with your employees that they are

following protocol even at home. Trust is something that you build with someone usually in person, but working remotely presents a challenge. Here are some ways you can instill trust and even build trust in someone while at a distance.

### **Be Predictable**

Being predictable in your job is a great way to build trust with your work peers. When you show up every day on time it can help to build trust, even if it is on the computer. Always try to be available during your working hours and following through with deadlines in critical.

Working from home is a brand new world for many people. Many have kids and other family members home as well. It can be hard to find your groove and stay focused at home. Try to be predictable and be there when you are needed.

### **Stay In Touch**

When you are working in person, you get to learn from people and know them.

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Make it an offer that they can't deny. Creativity and presentation is the main goal of being a decision leader.

## Lay It All Out

When you are presenting a decision, you should make sure that the point is well presented. Making sure that everyone is understanding it fully. Let the details be clear and the plans very well explained.

Have a detailed list and record of all the decisions that were made, and why they were made. This will help everyone to fully understand exactly what all went into the overall decision. You are the decision leader and presenting it in the right way is very important.

## Do Your Best

Architects design things, when you architect a decision, you are designing it. All in all, the presentation of a decision that you have made, has to be eye-catching. When you can show all the ins and outs of how you came to your decision, you are more likely to get more people on board with you. ♦

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*"Try not to become a person of success, but rather try to become a person of value."  
~ Albert Einstein*

*Continued from page one – Building Trust*

Working remotely makes that a little bit different. You have to get to know people through a computer screen. Keeping in touch with your fellow employees can help them to build trust in you.

You build friendships with people when working together, even if it is just a work friendship. When you begin remotely working, you are not able to do that the same way. Checking in with people and seeing how they are doing can help to not only build trust but encourage one another through this difficult time.

## Be Supportive

*Continued on next column –*

As mentioned, this is a whole new concept for many people. Whether or not it is for you, be supportive of one another. Not everyone does well with change. It may be a harder task to work from home than others. Don't harass or put down others for struggles, try to uplift them and help them when they need it. Trust is built through supportive measures as well. ♦



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## Mentoring: An Important Strategy for Employee Retention

Today's employers are looking for innovative and creative ways to attract and keep talented employees. Traditional recruitment and retention approaches focus on offering attractive pay and benefits packages. Yet, those well-intentioned efforts are falling short. In their groundbreaking work, *"First, Break All the Rules,"* Buckingham and Coffman have found that once an employee's basic financial needs are met, talented employees want more. They want to know how their job impacts the overall good of the organization. They want to feel a part of the organization and they want opportunities to grow & develop their skills. A successful mentoring relationship will help employees meet these vital developmental needs. Employed properly, mentors create a safe environment for employees to discover (or rediscover) why their work matters as well as gives them a sense of belonging.



### Successful mentors:

- Share the "big picture" of the organization and why their work matters
- Openly discuss the unwritten rules and strategies for overcoming common pitfalls
- Help mentorees see things from a different point of view
- Consistently ask thought-provoking questions so mentorees can learn through self-discovery
- Suggest developmental opportunities that give mentorees a chance to stretch outside their comfort zone

Mentoring fosters important working relationships and gives employees a sense of "belonging." Employees who feel they "belong" and who have an employer who is interested in their development...will stay longer! Retain your good employees. Mentor them to success!

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## 3 Ways To Spot A Potential Toxic Hire

Hiring an employee for your business is a big decision. It can end up costing you more money than gain by hiring a toxic employee. There are some areas that you can pay attention to when you are hiring an employee to help you avoid a big mistake. You can ask certain questions and look for different characteristics that will help you notice toxic traits.

### Definition Of A Toxic Employee

A toxic employee won't be a good addition to your business because they don't comply with your values and vision. If they are not willing to work as a team, be honest, and respect your values, they are going to hurt your business more than benefit. Pay attention to what they are telling you and how they portray themselves during the interview.

### Do They Fit Your Vision?

Interviewing a potential employee can be a stressful and exciting time. The vision that you have for your business should reflect on the employees that you hire. Ask them questions that help you see if they fit into that vision. Their personality will either match your vision or clash with it.

- Are you looking for elegancey?
- Are you looking for peacefulness?
- Are you looking for serenity?

If the person's energy or personality doesn't reflect the vision that you have for the atmosphere of your business, it probably isn't the right choice. It doesn't mean anything bad towards the individual, it just means they would be toxic to the vision that you have for your business.

### Do They Respect Your Values?

When you are interviewing, ask them about themselves. Don't go into much detail about what you are looking for in the employee. Let them tell you about the values they have and how they portrayed themselves at previous jobs.

People will try and tell you what you want to hear if you tell them ahead of time what you are looking for. To get a real idea of their actual values is to talk with them. Pay attention to the answers and base your decision on them.

### Are They Vulnerable?

Honest employees are probably on the top of any employer's list. You should be able to trust the employee to be upfront and honest about things when they are on the job. Everyone is going to claim to be honest when asked, but telling about their weaknesses is a great way to really know about them. You will be able to see how forward and honest they are willing to be with you about past mistakes. ♦

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## One Minute Ideas

### Harvest Word Of Mouth

Surveys often show that most businesses get most of their new customers from word of mouth. When one satisfied customer tells a friend about you, it is the most potent and powerful advertising you can get. Here are some things that create good word of mouth for your business, product, service, or idea.

- ✓ Put a bit of surprise in your product or service. If people are surprised at the quality you provide, they will tell others.
- ✓ You can get the same result by surprising customers with your speed, friendly service, or expert information.
- ✓ Do something nice for your community. Sponsor a clean-up program, help a disadvantaged group, come to the rescue of a child or family in the news.
- ✓ People notice and see you as a force for good in the community. You get visibility, credibility, and public goodwill that often results in better sales (not to mention the satisfaction of doing a good deed.)
- ✓ Give a trial product or service to opinion leaders like experts, journalists, managers, and consultants. They will spread the word for you. ♦

~ Adapted from Smartbiz.com

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## Mental Health Coverage In The Workplace

Mental health is something that more places and people should pay attention to, especially now with the global pandemic. People are spending more time isolated and alone. That is something that can really put a toll on people who struggle with depression and other mental health problems.

It is a more widespread problem than is talked about. People don't like to openly admit that they are suffering from a mental health problem. The Substance Abuse & Mental Health Services Administration (SAMHSA) indicate one in every four people in the world is struggling with some sort of mental health diagnosis.

**Mental Health** – Mental health disorders often go unnoticed. Depression is one that people don't openly tell you they are struggling with. They feel embarrassed or ashamed, but it can lead to a worse situation. Suicide is growing at a rapid rate every year. It has been recorded that 60% of suicide deaths are by people who were depressed. COVID is not helping in that percentage. The pandemic is causing a lot of anxiety in people.

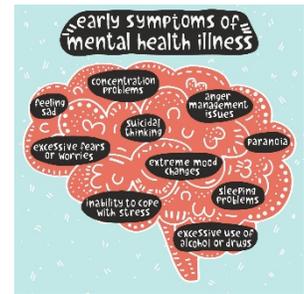
**How It Affects The Workplace** – When people are experiencing large amounts of stress, depression, or anxiety, they are not going to benefit the business as much as they could. They may be missing days of work due to their mental health. Even when they are there, they may not be accomplishing as much as they could because they are so distracted.

There are a variety of different kinds of mental health problems that affect people. The way that it affects them is going to be different for everyone. Some of the major problems that people are facing are: Anxiety, Panic Disorder, Depression, Bipolar, Eating Disorder, Phobias and PTSD.

**Coverage for Mental Health** – Some places have coverage in place and some don't. It is a very important service that should be afforded to all workers. In the past, it has always been something that shouldn't be talked about in the workplace. Instead, in the current times, it is important to check in with people. Ask them things like: *How Are You? Let's Talk? Are you Okay? Do You Need Anything?*

The current situations happening due to COVID-19 have caused a rise in many mental health problems for people. Workplaces can improve their productivity by making these services more available. When employees feel like they are being treated right, they are more likely going to be a better employees. ♦

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Our primary responsibility is to find the best executive talent available. Clients depend on our professional expertise and specialization to recruit executives who have the creativity, skill, and savvy to contribute to the growth and profitability of their company.

We believe our team approach is essential to finding top performing candidates. BancSearch consultants provide an independent objective viewpoint which helps clients define and achieve their goals for recruitment. By developing an understanding of the clients' culture, key issues of the position, as well as immediate and long term expectations, BancSearch is able to select for review the most qualified candidates.

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