

LMA E-News

LMA Consulting Group / LMA-EAP

November, 2010

The concern we have heard the most from our clients over the past few years is the uncertainty that looms ahead in these turbulent times. We seem to be headed toward some "new normal" but most have yet to fully know what that means for them. In observing our clients, we are seeing that preparation for contingencies is becoming more significant and that specific plans based on assumptions or conditions could change at any moment. Communication becomes ever more important. In this edition of our newsletter we share some thoughts we have gleaned from our successful clients.

Jeff Klunk, President, LMA Consulting Group

SEVEN STRATEGIC ACTIONS TO DEAL WITH CHANGE AND UNCERTAINTY IN BUSINESS

It can be said that change and uncertainty arrive together. Most people find it more difficult to manage and endure ambiguity and waiting than to deal with changes as they happen. One thing is certain - each of us will face change and uncertainty at many times throughout our lives. Glenn Ebersole, Your Strategic Thinking Business Coach, has developed seven strategic actions to recommend for dealing with the change and uncertainty in both our business and personal lives.

STRATEGIC HR PRACTICES FOR VOLATILE TIMES

"Creating People Advantage 2010 - How Companies Can Adapt Their HR Practices for Volatile Times" is the title of recently released survey. Four issues top the list: Managing Talent, Improving Leadership Development, Employee Engagement, and Strategic Workforce Planning. Organizations that aim to thrive in the coming recovery will be those who have successfully addressed these four critical HR issues.

EAPS CAN HELP MANAGE HEALTH CARE COSTS

Increasingly, employers are integrating their EAPs with other components of their health management strategy. Positioned correctly, an EAP can act as an effective vehicle for managing health care costs and enhancing employee productivity.

ASSOCIATES OUT & ABOUT

Barry Davis, Director of Career Services, recently presented "**Social Networking & Advancing Your Career**" for the 6 O'Clock Series at Indiana University of PA.

Elaine Boltz, Account Executive with LMA-EAP, presented "**Laughing Your Stress Away**" at the UCP (United Cerebral Palsy) of Central PA Staff Retreat.

Dave Wauls, Senior Consultant, recently facilitated a **strategic planning session** for the Ephrata Chamber of Commerce.

Dave also spoke at the Goldfarb Foundation meeting as part of their 38th Annual Conference. Dave's presentation focused on "**Work & Personal Accountability**." The Goldfarb Foundation is part of PPMA (PA Podiatric Medical Association).

LMA Recommends...

This month Jeff Klunk recommends "**The Speed of Trust: The One Thing that Changes Everything**" by Steven M.R. Covey.

In times of radical change and turbulence, it is hard to know who or what to trust. It's easy to feel that we are out of control. Most of us feel that a situation or person is either trustworthy or not, and we have to accept whatever level of trust others operate with. In this book, Covey demonstrates how we can reach out and take the initiative to build trust. There is also a helpful self-evaluation tool to help readers get some valuable insight into how they may be sabotaging their own level of perceived trustworthiness without realizing it. If you are looking to build trusting relationships with your customers, suppliers, or employees, you are likely to find this book insightful and helpful.

LMA has plenty of webinars & public seminars throughout November & December -

- Advanced Supervising for Success - 5 week program begins December 1st
- Conflict Management - December 2nd
- Creative Thinking - December 6th
- Decision Making - December 13th
- Effective Performance Appraisals - November 18th
- Giving & Receiving Constructive Criticism - December 7th
- Introduction to Emotional Intelligence - November 30th
- Managing Anger - December 7th
- Maximize Your Potential with Emotional Intelligence - November 16th
- Opening Closed Doors - Creating New Sales Opportunities - December 16th
- Personal Financial Wellness - a 3 session webinar - begins November 30th
- Stress Management (Holiday Stress Busters!) - December 14th
- Time Management - November 30th

You can check out all of LMA's programs at <http://www.lmaconsulting.cc/> (Click on Current Events Calendar)



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BEST PLACES
to work in **PA** 2010

FYI... AMA Makes Critical Skills Important

The American Management Association recently completed a **Critical Skills Survey**, indicating needed skills for the future. These skills included: Critical Thinking / Problem Solving, Communication, Collaboration, and Creativity / Innovation.

AMA also suggested the need for one-on-one coaching, mentoring and job training programs to improve job performance and organizational effectiveness.

LMA Consulting Group can assist your organization with these skills. Contact Dave Wauls at 509-8889 or dwauls@lmaconsulting.cc

Did you miss last month's eNews? Read October's articles.

- [Opening Closed Doors](#)
- [Dealing with the Resistant Employee](#)

