

# June 2021



## Eyes Wide Open

Think back to the last time you heard the words “I am giving my 2 weeks resignation”. Even if you have not heard the exact words, you have been in a situation where the office rumor spreads like wildfire that an employee just gave their resignation. What is your immediate thought? I bet it goes something like this “who is going to do their work”, or “goodness, two weeks, that is right around the corner”. Those are negative thoughts, and it does not have to be that way. Instead of the negativity, think of it as an opportunity. When opportunities appear, we should look at it as a positive.

Opportunities create change, and change is good. We all need to change. The employee giving you their resignation gives you the opportunity to review what it is they did, how they did it, and allows you to see if there are ways to improve and become more efficient. Along the way it is not an easy task, but it does get easier as you see all the factors of how the employee was doing the job.

All positions within an agency can be changed for the better. Instead of taking 10 steps to do a task, perhaps now you can do it in 6 steps. Another factor that helps is technology. The agency management systems that are out there right now are immensely powerful and have many bells and whistles that most agencies do not use. Embrace the agency management system as if it's your best friend. After all the monthly fee you are paying is probably sizable, so use it. Another component to think about is perhaps the employee was a paper hoarder. Perhaps you have an area in your agency that you are storing all the paper files that are not needed.

Two weeks resignation goes fast. Just when it sinks in, the time is out. Employee is gone. This is where planning and prioritizing comes into play. Instead of worrying about replacing every task that the employee did, plan and prioritize what absolutely needs to get done. When you think about this way, the unnecessary tasks the employee was doing will be left aside. Slowly the needs of the position will become clearer.

Change has a ripple effect. The information I just explained about does not have to be done just when an employee has resigned. You can also use it for your existing staff. You would be surprised how much redundancy there truly is within your agency. Everyone likes efficiency. Not only does it make the job easier, but it allows the employees focus on what is important which is servicing our clients, retention and growing the agency.

No business owner, manager or supervisor likes to hear “I am giving my 2 weeks resignation” however, when dealt with in right frame of mind, there will be positivity that occurs.