

# RISK RESOURCES



## GROWING FROM GOOD TO GREAT

***"I have a GREAT job!"***

Is this not something we all desire?

Can you imagine the energy of that feeling coming from your employees?



Quality employees are typically a constant revolving door to our operations. Why is it such a challenge to find the best people for the job?

Perhaps it isn't the semantics of wage and hour, limited resources, and stiff competition? Perhaps it really is about investing in people to help them find fulfillment in their work?

Identifying how we can move from simply being a good place to work to a great one could be the answer.

## How can we move to being great?

Let's highlight some of the foundations and learn from Jim Collins *Good to Great*

- **Focus on a culture of discipline-** are we being intentional with the policies and practices in place? Are we reviewing, updating, and COMMUNICATING them on a routine basis? In simple terms are we practicing what we preach?
- **What is our hedgehog?** What is the thing we are best at and how are we using it? Better yet how are we ensuring our teams are equipped to use it?
- **Hire the right people.** We know this. Do it. Even if it means training, training, training. Invest in your team for what motivates them. Help them find their purpose and ignite them.
- **Confront brutal facts.** Own your truths and fix them where needed.
- **Consistently take disciplined actions.** Work smarter, not harder. Be diligent in it. Use your partners. Be disciplined to create an environment where others can thrive.
- **Build momentum by maintaining a long-term perspective and avoiding distractions.** They are going to happen EVERY SINGLE DAY. We know this. Have the structure to deal with them while keeping the main thing the main thing. Stay the course.



Our workforce and risk challenges have consistently been one of our biggest obstacles. That will not change. Instead, what can be implemented, enhanced, or corrected? And, instead of accepting status quo what would happen if we invested in our people? How about utilizing trusted partners to help train and motivate? Take a different approach.

Chances are your work environment has great qualities, they just need to be highlighted and put into action. Keep in mind what Collins teaches, "being good is the biggest obstacle to being great."

**Invest in getting past mediocre. Tell your story. Go be Great.**



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## ABOUT THE AUTHOR

Carrie Ermshar serves as Community Relations Advisor for the HRS/PHIG team. She brings a career of experience in senior living, creating space for human connection, promoting your stories, and partnerships for quality outcomes.