

# How Public Speaking Can Help Your Career



It's something even the brightest minds in business fear. Something you avoid at all costs. Even those that do it for a living never get truly comfortable with it. We're talking about [public speaking](#). And you're going to have to do it at some point in your career. Whether it's giving a presentation to your team or delivering a speech in front of the entire company at the Christmas party, developing the skill of public speaking is a must. Sure, it's not your favorite thing in the world but believe it or not, developing this difficult skill can be a great benefit both personally and professionally.

## It Makes You Memorable

When you speak in front of any number of people, their focus is on you. For however long the stage is yours, you have everyone's undivided attention. Great public speakers know this and instead of fearing the opportunity in front of them, they see it as a chance to have influence and make a lasting impression. When you have a chance to speak in front of a group, they are going to look to you as their leader.

## There's Scarce Competition

Most people avoid public speaking at all costs. Whether it's giving a best man speech at a wedding or delivering a sermon at church, there aren't many people in the audience that have the courage to share their thoughts and wisdom in front of a crowd. If you're able to become even an average public speaker, people will

look to you with respect because you possess a skill most of them don't.

## **You Connect with People**

If you think about some of the most memorable speeches ever given, names like Martin Luther King Jr., John F. Kennedy and Winston Churchill come to mind. So, what made all these names great public speakers? Their ability to show empathy and connect with people. If you're able to speak in a way that conveys passion, vulnerability and inspiration, your audience can't help but be drawn to you. In short, you will be their champion.

## **You Can Be a Catalyst for Change**

Think about the last time you received that email that was circulated to everyone in the organization announcing a new direction or change in policy. You read it and talked about it with your colleagues but probably didn't give much more thought. Now think about the last time someone at the top gave a speech in front of everyone. Even if it was last year, it still sticks out in your mind.

The fact remains that listening to someone speak always has a greater impact than a voiceless note sent electronically. If you want to enact change in your life or your organization, do it by speaking to people, not through a form letter or email.

## **Leaders Get Promoted**

Have you ever found yourself stuck in a rut? You want to advance in your career, but you keep bumping into that glass ceiling. You know that people with leadership qualities get promoted but you just can't figure out how to break through. Developing the skill of public speaking is a great place to start. If you're able to speak in front of people, you have the power to change their minds. It's no secret that leaders have the ability to influence others and there might not be any greater way to have influence than the spoken word.

# You Become More Confident

Everyone is afraid of something. Maybe it's heights, needles or tight spaces. One fear that is shared by more people than any other however, is public speaking. Getting over this fear takes some practice but if you're able make it an asset, you'll feel empowered both personally and professionally. Even more, when you're able to connect with people, it's a great reminder of your value and worth to everyone around you.

## What if You Mess Up?

No one is going to deny that there are more enjoyable things than public speaking. Being the center of attention makes you nervous and what will people think if you screw up? Believe it or not, the best public speakers in the world will tell you that they make mistakes all the time. The best part is most of the time, nobody notices. And when mistakes do happen, it brings about a moment of levity that reminds the audience that whoever they're listening to is a human just like them.

Most people aren't born as great public speakers. Fortunately, it's a skill that can be learned and a fear that can be overcome. If you're willing to step outside your comfort zone and put in the work, you'll be setting yourself apart both personally and professionally. Not only will you have developed a skill that makes you more valuable to your organization, your confidence and sense of self-worth will grow in other areas of your life as well. It can even help you improve your everyday communication skills as well. Challenge yourself and give it a try.

If you work in the [Life Sciences industries in the Bay Area](#), I am a recruiter that can help you advance in your career. Contact me, Jeff King, at [jking@rqfocus.com](mailto:jking@rqfocus.com) or (541) 639-3501.

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# Essential Skills for Leadership



You consider yourself a leader. After all, you've spent most of your career managing employees and overseeing large teams of people. Sure, you've made some bad hires and dealt with difficult situations just like everyone else, but you have a track record of success. Maybe you've always been a leader, or you developed the skills to become one in recent years. Whatever the case may be, the time has come for you to pursue a new leadership opportunity. You've dusted off your resume, started hunting for jobs and even landed a couple of interviews. If you hope to find the opportunity you're looking for however, you'd best be sure some of the skills mentioned below are polished.

## Communication

There's been no shortage of articles written about the [importance of communication](#) but that's for good reason. It's a vital skill for any leader. We've all had that boss at some point that is more of a dictator than a leader. You constantly find yourself second-guessing the job you're doing and wondering if your performance is above board or lacking. Working for this kind of superior is no fun and now you make it a point to communicate with those around you in every sense of the word.

It's also important to remember that not all communication is verbal. When you're interviewing for a new job, the hiring manager is going to scour your resume for grammar and word choice. During the interview they will also pay attention to non-verbal communication cues like body language, how you shook their hand and how actively you listen with your eyes as well as your ears.

# **Vision**

In order to be successful, companies are always looking for ways to increase the bottom line, save money and make their processes more efficient. They know you can't do business the same way forever. For this reason, you'd better be armed with some real-life examples of how your vision improved a company's prospects in the past. Did you implement a new marketing campaign because the old one wasn't working? Maybe you re-wrote the policies and procedures manual because the one from 2002 was no longer relevant.

# **Assertiveness**

Anyone in a position of leadership is going to be forced to make decisions at some point. There's no avoiding it. Hiring managers will want to see evidence of this skill too. They will surely ask you about important decisions you made in the past. Not only that, they are going to want to know how you arrived at the decision and what the outcome was. Your ability to highlight your decision-making skills in a favorable light could be the deciding difference in whether you get the job or not.

# **Ability to Adapt**

Even if your resume screams that you're the most qualified candidate for the job, you have to be able to adapt. After all, you're applying for a job at a new company where chances are the culture, values, and ways of doing things aren't what they were in your previous post. If your plan is to come in, clean house, and do things the way you've always done them, chances are you won't get the job. On the other hand, if you can demonstrate that you're eager to learn, listen, implement necessary changes and receive input from all sides, you'll quickly set yourself apart from other candidates.

# **Influence**

When the word influence comes to mind, you probably think about the ability to get others to do what you want. While this is certainly a large part of it, how you go about influencing others is important too. Sure, you can influence people through fear, intimidation and barking orders, but it probably won't last long as

people will quit or fail to respect your authority. Conversely, if you're able to lead by example, portray confidence, keep a level-head and meet your subordinates on their level, your chances of being a successful leader are much greater.

[Effective leadership](#) is more important now than ever in the workplace. Without the right people in place to make decisions, the chances of an organization succeeding are slim to none. That's why hiring managers spare no expense in finding the perfect fit for each and every position of leadership. Even if you consider yourself a seasoned leader and have the track record to back it up, you're going to have to demonstrate all the necessary skills to do the job effectively. Before you step into that next interview, take a moment to give some of the qualities above some serious thought. Doing so will provide honest insight and just might be what puts you over the top.

If you are an experienced leader looking for a job in the [Life Sciences industries in the Bay Area](#), or an employer seeking a high-quality employee to fill a leadership position, contact me Jeff King at (541) 639-3501. I serve the [pharmaceutical, biotech, and medical device fields](#).

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## Balancing Work and Parenting Stress



Maybe you're already there. You're married with a stable household income and a couple of kids you take to little league and swim lessons. Heck, maybe you or your

spouse find an hour a week to volunteer in their classroom. Good on you! But how much of your time do you spend at work? Answering calls from clients that aren't happy or need to be resupplied? Or maybe you're not in sales and your boss needs you to meet that product release deadline so he can give a presentation to the marketing team. There's no doubt, the demands placed upon you in the 21st century workplace mean that you're always at work, even when you're not.

It's all too easy to become so consumed by your work that you neglect those that you're providing for. Have you said no to attending your son's flag football game or your daughter's acting recital because work got in the way? If so, it's a sign that your work-spouse-family balance might be out of order.

## **Have a Vision**

It's all too easy to toil away your time for dollars in the hope that it will make the lives around you better. It very well could, but only financially speaking. But what about you? What about your role for you, your spouse and the children you created together? Don't they deserve the best you have to offer as a human and not just an ATM?

It's easy to fall into the trap of providing so much that you forget about sharing your time - your most precious commodity. The demands of work will always be there. However, your health, time with your kids and prime years with your loved ones go by quick. Now. Now is the time to evaluate what is most important in your life. Ask yourself some tough questions about what is most important to you... You might very well find that the relationships with those you love are more important than your bank account balance.

## **Develop a Game Plan**

You do this every day at work. Sales meeting at 9:00, new employee orientation handshakes at 10:30 and budget overview at 2:30. The rest of the day is filled with unanswered emails and voicemails, not to mention the tasks that you set out to accomplish in the first place. So, what can you do to get off the hamster wheel?

# Time Block

It's been well documented that the most successful business people structure their day according to what's important, what needs to be done and what their family needs.

In that light, if you make a point to set time aside to answer emails for an hour in the morning (that's when people are most likely to respond), engage the needs of your boss and colleagues in the late morning and early afternoon, and the remaining hours to whatever else needs to be done, you might very well find yourself leaving at closing time with the day's tasks accomplished and excited to catch the last 30 minutes of your child's sports practice.

# Delegate

No one is going to question the job you do. Heck, they probably encourage you to take more time for yourself and family away from the office, but you refuse. The bottom line is that as your responsibilities grow, you have less time to get everything done. There comes a point that [you can't do it all on your own](#).

This is when hiring well-qualified help can become your greatest asset. Sure, there is the overhead of hourly wages, additional technology and equipment. But with the right training, this individual can afford you normal hours, quality time with your family and a restful night's sleep. If done right, your bottom line should grow and you'll find yourself with much less chance of an early stress-induced health scare.

# Think Long-Term

It sounds redundant but the fact is that most of the workforce trades hours for dollars at the end of the month and repeats the process until it's the end - whatever that may be. Even if you're not raking in the big checks like your boss, there are still things you can do that matter long-term.



# The Commodity of Time

This is something the younger generation of the workforce understands. Sure, millennials get a bad wrap for being entitled and lazy but, those that understand the value of hard work understand that Time is also as an asset that has an expiration date. While it couldn't be more important to care for your family's financial well-being, time is truly priceless. Ask yourself the question of how you can best spend your time with your family while you still have it. The paycheck will always be there.

Whether you're where you want to be in your career or starting at the bottom and working your way up, you have people that depend on you. Your spouse or significant other, your kids and most importantly **YOU**. No one will ever downplay the importance of providing and being responsible so that you and those closest to you can be secure in the future. But there comes a point when you have to evaluate what is most important to you and your loved ones. If you answer some honest questions and set necessary boundaries, your work and life will thank you for it.

If you are working in a job in the [Life Sciences industries in the Bay Area](#), where you are unable to balance parenting with work, [contact me, Jeff King](#). I am a recruiter for the [pharmaceutical, biotech, and medical device industries](#). I can help find you an employer that gives you the scheduling that you need to find time with your family.

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## How-To Know It's Time to Make a Career Change



If there's one thing that's constant in this day and age, it's change. And it's something that most people have a hard time with. The crazy thing is that it inevitably happens to all of us, yet we resist it. Our brains are hard-wired to tell us that there is safety found in predictability and routine. The unfortunate part is that if you refuse to change, you end up stagnating, get bored and your [productivity suffers](#). This is especially true in the workplace. The bottom line is, change can be good a thing if you're no longer happy in your current post.

### **It's Time for a Change if You're Bored to Tears or Overwhelmed**

In order to be your most productive at work, you need to be challenged in the best ways possible. When you're bored, you aren't being challenged enough and conversely, if you find yourself overwhelmed, you either have too much on your plate or the job you're expected to do might not be something that fits your skillset. Pay close attention to symptoms of both stress and boredom. If they show themselves on a regular basis, it's probably time to look for something different.

### **If Your Mind Wonders, It's Time to Move On**

Do you ever find yourself sitting at your desk staring off into space and thinking about what it would be like to be anywhere but where you are? This is an obvious sign that you're no longer happy with your current situation. If this goes on long enough, you might even start to complain to family, friends and even colleagues about what's missing. If this is the case, you'd best take decisive action, or someone else might make the choice for you.

### **No One Wants to Feel Underappreciated**

When you started your current job, you were eager to share your thoughts and ideas with your colleagues and superiors. They even asked for your input on important decisions. But now you feel like everything you have to say falls on deaf ears. And what about that overtime you put in to meet a critical deadline? No one

acknowledged your efforts or thanked you for all your hard work. It sucks when this happens. Whether you're simply not a good fit for the culture or you actually are being walked on, take it as a sign that there are greener pastures somewhere else.

### **If You're Constantly Being Told to Work on Your Weaknesses, Adios**

Individual reviews are the norm in the workplace these days. We all dread them, but our hope is that they go well. That's not always the case unfortunately. If you're consistently being told that you need to strengthen this, that or other thing, it might not be worth beating yourself up or feeling inadequate just to make other people happy. Of course, constructive criticism can be useful, but if it's to the point where you feel like your efforts aren't good enough or you're just being berated, probably time to head for the door and find a better fit.

### **You're Unhappy**

It's a simple fact that if you don't enjoy what you're doing, you probably don't do your best work. People that love their jobs derive happiness from the process of completing projects and accomplishing goals. Sure, they might be motivated by a promotion or a bonus, but they truly enjoy the journey of getting there. If you find the work you're currently doing to be laborious and dreadful, what the heck are you still doing there? It's time to consider some other options.

## **Have the Courage to Make a Change**

Maybe you can identify with some of the symptoms above and know in your gut that it's time to do something else. That's only the first step though. Having the courage to act decisively and follow through is another story. Because of the way we are wired to think, most people are hesitant to take a drastic step because doing so involves uncertainty and going outside their comfort zone. That's ok, no one ever said change was easy. But you have to ask yourself the question, "can I really expect different results if I keep doing the same thing?"

As much as you might not like it, change is something you're going to have to deal with. Sometimes your hand is forced and you don't have a choice except to change. But what about being your own instigator for change? Scary? Sure. Dealing with unknown? Ditto. Just ask any successful person you know and they

will tell you that at some point in their life, they took a risk that allowed them to become who they are today. In fact, they probably failed many times along the way. But in the end, failure isn't the opposite of success, it's part of it. So, if you notice any of the signs discussed above, take a leap and make a change. It doesn't even have to be a big step to start. Just be open to learning of other opportunities to see what your options might be. Things will start coming your way then and you can figure out the next step. Even if it doesn't work out right away, you'll set yourself on a trajectory to achieve the things you really want.

I am a [Regulatory and Quality Recruiter](#) that helps people make career changes in the Bay Area. If you are interested in making a change in the [Life Sciences industries](#), contact me, Jeff King at (541) 639-3501.

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## How-To Shift Your Mindset to Be Happier at Work



You've most certainly been there at some point. You become so involved in your job that it starts to affect the rest of your life. Before you know it, you look back at the past year and you haven't done anything but work. Your relationships have suffered, you no longer have any hobbies and your definition of happiness is defined by spread sheets and project goals. No one can blame you for being so dedicated but continuing down this stressful path is a recipe for poor health, failed relationships and unhappiness. It's time to make a change.

This mindset begs the question, what makes you happy? Is it getting a raise or

promotion? Is it crushing a project goal and winning that free trip to Hawaii? If your answer is yes to any of these questions, it's a sign that you're deriving happiness from external factors instead of from within. If this is the mindset you're in, what happens when you don't get that promotion or you barely miss that goal? Do you become unmotivated and withdrawn? Does your productivity suffer? Does work become the last place you want to be?

In a culture that is so results oriented, it's easy to see how people can fall into the trap of deriving happiness from achievements and material things. Think about your neighbor with the Rolex watch, brand new sports car and membership at the fancy country club. Sure, there's nothing wrong with liking nice things, but are they truly what make someone happy?

If you find yourself in the mindset of measuring your worth and enjoyment in life from what you accomplish, you may want to consider making a change. It's pretty simple. Instead of focusing on the outcome, immerse yourself in the process of doing your job well.

A good place to start is with four simple questions.

*Are you enjoying the problems you're solving at work?*

*What kinds of problem solving challenges you in a positive way?*

*How many goals have you achieved?*

*Did achieving goals feel make you more excited than the work it took to get the job done?*

When you answer these questions honestly, you should gain a keen sense of whether you're actually enjoying the work you're doing or not. If such is not the case, it's a good idea to look at what is causing you to be disheartened. Is it the physical space in which you work? Is it an over-bearing boss that is quick to hand out criticism yet hardly ever praises a job well done? Do you feel stuck by the proverbial glass ceiling? Or is the work itself just something you simply don't enjoy?

Once you've identified some factors that are keeping you from being your most productive and squelching your happiness, it's time to formulate a plan to improve the situation. The solution might be as simple as getting a standing desk, finding an office with more natural light or making time on your lunch hour to get some fresh air and light exercise.

If making some small environmental changes doesn't seem to be enough, you might want to consider some more significant changes like a different employer or maybe even a different career altogether. If you get to this point, the first thing you should do is identify what types of work will allow you to enjoy the process. Are you a people person that likes a lot of face time? Or are you sick of people and prefer to be left alone to do your job? Is working from home something you've always wanted to do but never had the chance? Or do you thrive in a fast-paced collaborative environment? Whatever you decide, make sure you do plenty of research and ask questions. After all, the reason you're leaving your current job is to be happier somewhere else.

It's a shame that so many people in the modern workforce trade days for dollars in jobs they don't particularly care for. They toil away for years on end always focused on the results of their work without enjoying the process of getting there. If you find yourself in this position, take a step back and look at the situation as objectively as you can. If you come to the conclusion that your happiness is derived solely from the results of your work, it might be time to make some changes, big or small, to increase your productivity, happiness and health.

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## **Why You Should Hire People that Are Smarter than You**



At some point in your career you've probably worked for a boss that wasn't your favorite person in the world. Whoever it was, they probably had an ego, talked

down to employees and thought they were the smartest person in the room. Praise for a job well done was hard to come by but criticism was around every corner. Going to work every day was anything but enjoyable. Everyone complained about this person and staff morale suffered.

Since then, maybe you've moved up and now you're in a position where you not only manage people, but are in charge of hiring and firing as well. You've probably become skillful at hiring quality folks and your employees probably look up to you as a manager. But maybe you're still a little reluctant to hire people that are smarter or more adept at a certain part of the job than you. Whatever the reason might be, most hiring managers shy away from hiring these types of individuals and they shouldn't be. Below we discuss why hiring people that are smarter than you can be beneficial for your team and the entire company.

## **Check Your Ego at the Door**

If you're going to find the best people for the job, you have no choice but to check your ego at the door. While it's understandable that you might be intimidated by candidates whose qualifications or experience exceed your own, you should only be concerned about finding the candidates that allow your company to grow. In all reality, the likelihood of someone you hire taking your job is pretty insignificant. Much to the contrary, you'll likely be lauded for making such a great hire.

## **You Get to Learn**

Most [hiring managers](#) do a great job finding the candidates with the most experience and best qualifications, but few take the extra step and ask what they might be able to learn from a potential hire. When you find someone that has the capacity to contribute fresh ideas and new ways of thinking, they are certainly worth considering. Not only can these candidates be a great asset for your organization, they can be a tremendous resource for you to learn and grow as well.

# Diversity Is Essential

While logic might dictate that hiring a team of people that perfectly execute their respective job descriptions is ideal, such thinking is limiting. Sure, all of your employees need to be able to fulfill their minimum responsibilities, but finding people that can go above and beyond is key. As an example, some individuals might crush it on the technical side, but they might lack the skills necessary to clearly write a procedure to keep systems running at their best. When you hire people with diversified skillsets, you allow them to stay in their lane and maximize their capabilities. Instead of having a group of individuals who perform a number of functions adequately, your goal should be to create a team of rock stars that all contribute to your company's success in their own way.

# Reorganization Isn't Always a Bad Thing

The term reorganization is often dreaded in the workplace. We are all familiar with reorganizations that happen when companies are sold or merged and there's no doubting that cleaning house is something that happens on a regular basis. Reorganization within a company isn't always a bad thing though. When you come across a candidate that possesses the skills to make a real impact, it can often be beneficial and cost-efficient to create a position just for them. Doing so might mean that other members of your team have to take on new roles or be reassigned to other departments entirely. As long as it's properly communicated to everyone involved that they aren't being demoted and are still a valuable part of the team, most employees understand that sometimes change is necessary and can be a good thing.

There's no questioning the fact that depth of talent in the workforce today is unlike anything we've ever seen. Industries across the board are more competitive than they've ever been and if your company isn't constantly seeking ways to improve, they are falling behind. For these reasons, attracting and hiring the best talent available is paramount. Even though it can be difficult to hire people that are smarter than you, doing so can not only increase your bottom line, but give you a chance to learn and grow as well.

If you need help hiring a top employee in the [life sciences industry](#), contact me, Jeff King. I help business owner and employees in the [Bay Area](#).



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# Words to Include in Your Resume



We've all been there. Whether you're still employed and looking for another opportunity or switching careers entirely, updating and customizing your resume is the first step when beginning the [job hunt](#). You've probably downloaded a template from the Internet and filled it out in chronological order with places of employment, title, lists of your duties and a section at the end that highlights your skills and other interests. Maybe you've even spent hours going over it with a fine-tooth comb to sure it's squeaky clean. This is all good and well, but have you thought carefully about the words you choose? Sadly, the resumes most people submit to prospective employers use language that is either too basic and antiquated or too sophisticated and over the top. To help you out next time someone asks for resume, we've come up with a list of the most impactful words to include.

## Numbers

No, we don't mean the actual word "numbers." We're talking about metrics like revenue you generated, money or time you saved, people you managed, etc. It doesn't mean much when you say that "you reduce the time required to X." Your employer is going to want to know by how much. A better way to put it would be "reduced processing time by 40%.", or "cleared out a backlog in 7 months" Bottom line, if there is anything you did in a previous job that can be expressed in numbers, it better be on your resume.

# Modernized

Maybe a responsibility you had in your last job was to improve existing systems or come up with new ways of doing things entirely. While you might be tempted to write “updated policies and procedures manual” on your resume, simply exchanging the word “modernized” for “updated” is like a switch to the hiring manager. In their eyes, anyone can update a simple document, but to modernize or streamline it? That’s powerful stuff.

# Value

When companies are looking to hire someone for a position, they want a person who will add value to the organization. If you make it known on your resume that you’re hard-working, that only goes so far. Sure, hard work is commendable, but it doesn’t always achieve results. By using the words value or valuable, you make it known that you think about the work you do in terms of how it will improve the company at large.

# Action Verbs

Action verbs are words like supervised, authorized, guided, managed, unified, initiated and designed, to name a few. These words show your ability to succeed. Moreover, they tell a hiring manager that you have been trusted with significant responsibility in the past. When choosing which action verbs to use, it might be a good idea to create an extensive list and carefully choose the ones that best communicate the message you’re trying to get across.

# Orchestrated

Anyone can say that they’ve led a team or organized a charity event. Sure, those are qualities that are favorable to an employer but if you use the word orchestrated instead, you communicate that you were the one in charge.

# **Spearheaded**

The last place you want to appear modest is on your resume. Much like the word orchestrated, spearheaded emphasizes your level of involvement. For example, instead of saying you “created a new submission procedure,” telling the employer that you “spearheaded the modernization of the submission process” is much more specific and conveys confidence in your abilities.

# **Committed**

Simply put, employers want to see that you’re committed to your work and to your employer from the beginning to the end. While it’s great if you can use this word specifically, using any type of language that evokes loyalty and dedication places you ahead those that don’t.

# **Results**

While stating what you do and what you are responsible for is good, listing what you accomplished while in your role paints a much clearer picture of what you can do for your employer and the impact you can have.

# **Skimmable**

Again, we aren’t talking about using this word specifically. Your resume needs to be skimmable when someone reads it. Interviewers are going to look over anywhere from dozens to hundreds of resumes so you want yours to not only stand out from the rest, but be easy to read as well. Avoid excessively long sentences and exclude any information that isn’t relevant. Remember, your resume is your personal highlight reel and nothing more.

# **Edit**

We can’t emphasize this enough. Your resume is your first impression so you need to make it count. If you have any grammar or spelling mistakes, you might as well kiss the job goodbye. Even though it might be tedious, take the time to edit your resume so it’s perfect. When you think you’re done, give it to a trusted friend to

review.

Ask any interviewer and they will tell you that the number of bad resumes they receive is astounding. While some are just flat out awful because they're riddled with bad spelling and grammar, others just don't seem that exciting because the language is simple, vague and boring. Even if someone else is more qualified than you, the words you use in your resume can paint you in a favorable light and put you ahead of the competition. Next time you have to go polish it up, try using some of the words above to emphasize your accomplishments and abilities. Doing so just might be what it takes to get you the job.

As a [Regulatory and Quality Assurance Recruiter](#), I can help you refine your resume. I help employees find jobs that fit in the [pharmaceutical, biotech, and medical device industries](#).

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## Communication Skills in the Modern Workplace



In a day and age where our communications include everything from Zooming, to texting, to talking on speaker phone while driving down the road, there is no doubting that communicating in the workplace and in our homes has become a lost skill. Less and less our communication involves sitting across from someone, making eye contact and having a human conversation. As a result, studies have shown that information quickly gets lost or is forgotten due to our lack of engagement in how we communicate with each other. This can prove disastrous

in the workplace as missing even the smallest detail can end up derailing an entire project or task. For this reason, it's important to realize what [effective communication](#) in the information age looks like and some steps you can take to become more effective.

## **Active Listening**

Even though much of our communication is electronic, you're still going to have to engage directly with your colleagues and employees from time to time. Think about the feeling you have when someone continuously interrupts you, has their nose in their phone, or doesn't seem at all interested in what you have to say. Active listeners avoid all these pitfalls and make it a point to let you know their listening through non-verbal behavior like nodding their head and making eye contact. They also reiterate key points using phrases and questions like "Just so I understand..." or "To make sure we are on the same page..."

## **Positive Body Language**

Something that is easy to overlook but makes a huge difference when you're talking with someone is your body language. When you're talking with someone, do you tend to slouch back in your seat, cross your arms and avoid eye contact? This type of body language subconsciously tells the other person that you aren't interested in what they have to say. On the other hand, if you sit tall, open your body toward the person you're engaging and make regular eye contact, you come across as welcoming, non-threatening, and you let the other person know that you value what they are saying.

## **Show Respect**

Although this one seems obvious, it's remarkable how many people don't convey respect when communicating with others. This is true for both live conversation and electronic communication. If you avoid talking down to others, take time to acknowledge their perspective and ask questions, you show them that they are worth your time and you genuinely want to hear what they have to say.

# Email Etiquette

The vast majority of our communication today is via email or some other electronic platform. While it might seem less personal than talking face-to-face, email is designed for information to be exchanged concisely and quickly. Therefore, you should master the skill of breaking up your emails into bullet points or short paragraphs that are easy to read and understand. If you send long-winded messages that are full of unnecessary filler language and unneeded details, people are not only less likely to read your note, they may find themselves confused with so much information.

Your emails need to also convey respect and the utmost professionalism including a short subject line, the proper salutation and goodbye.

## Be Open-Minded

This is especially true if you're new to a company. If you're going to be successful, this is the time to listen, learn, ask questions, and be open to new ways of doing things. You're going to make mistakes. The key is to be open to constructive feedback and learn from the process. If your employer sees that you're open-minded and willing to learn, you'll quickly be seen in a favorable light and your chances of moving up quickly become much greater.

## Be Willing to Give Feedback

Even if you're the type of person that prefers to put your head down and go, you're going to be asked to give feedback at some point during your career. Whether it's regarding an upcoming project or re-writing the entire policies and procedures manual, being able to give valuable feedback is something many people struggle with. If you're able to provide constructive feedback in a professional manner, you will likely play an integral role in improving your team or organization.

Communication is vital to the success of any organization. Without it, teams fail to work cohesively, production suffers and ideas aren't shared. In short, you have a bunch of individuals doing their own job under the same roof. The way we communicate has changed in the modern workplace. Gone are the days of three

martini lunches and sales meetings where everyone meets under one roof. With that being said, it's still important to remember that how you listen, respond and talk with others can be a make or break difference in your success as an individual and for the company.

If you make it a habit to implement some of the practices above, you'll quickly become a more effective and respected member of your organization and the your workplace will be much happier as a result.

If you need more information, contact me, Jeff King. I am a [Life Sciences recruiter](#), working with the [pharmaceutical, biotech, and medical device industries](#).

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## How-To Tell When an Employee Is About to Leave



Employees at every level are the backbone of any successful company or organization. Without quality people on your team productivity suffers, profits go down and the morale of everyone involved can sink to dangerously low levels. In a day and age where everyone is always on the lookout for a better opportunity and loyalty isn't what it used to be, employee turnover is a real concern. Not only are your best employees a tremendous asset, losing them and onboarding someone new can be prohibitively expensive. That's why now more than ever it's important to recognize the signs when a valuable employee is about leave.

## **Less Active in Meetings**

Employees that are engaged are quick to share ideas and ask questions. If you notice that someone continuously shows up to meetings just to go through the mandatory motions, it might be a sign that they are less engaged and on their way out. Even if there is just something going on at home or with a family member, you should take note of this withdrawn behavior and at the very least ask if there is anything you can do to help.

## **Increased Absences**

When a particular employee first started maybe they never called in sick or took extra time off. Now, all of sudden they either consistently show up late and leave early or simply don't show up at all. This is a red flag that you need to address right away as it's a clear sign that something is going on you aren't aware of.

## **No Longer Willing to Commit to Long-Term Projects**

If you notice an employee is no longer willing to commit to long-term goals or assignments, it's likely a sign that they want to finish what work they have left and jump ship. It might even be the case that these types of assignments interfere with the start date of a new job. In this case, there might not be much you can do.

## **Starts Taking More Personal Calls**

If you notice someone frequently excusing themselves from meetings or stepping into the hall to take personal calls something is definitely off. They could be dealing with a family emergency or talking with a prospective employer. While you can't make any assumptions, it's a good idea to check in with this person to make sure everything is alright.

## **Didn't Receive the Raise or Promotion**



# **They Were Expecting**

When someone expects to move up in a company and it doesn't happen, it's only natural for them to become less enthused with the work they do day in and day out. At this point, there's a high likelihood that they might begin looking for employment elsewhere. If you value this employee enough to keep them around, you'll probably have to provide some incentive for them to stay.

# **Major Life Event**

Major life events like getting married, a sick family member, giving birth or a spouse finding a new job can change someone's reality in a heartbeat. When these sorts of events happen, they may change how an individual feels about their current employment situation. In some cases, there might be not much you can do but if the person is a critical asset you might want to make them an offer they can't refuse. It's up to you to make that call.

# **Friends Are Leaving**

If someone has been at a company for any length of time, they have likely bonded with their colleagues and become friends. Not only do these people enjoy working together, they might even share hobbies outside of the office. If someone experiences a mass exodus of their friends leaving, they might be more inclined to leave too. In some cases, if an employee leaves, they may even recruit their colleagues to follow suit.

# **Difficult Relationships With Other Employees**

Numerous studies have proven that happiness is more important in the workplace than salary. A major key to happiness is an individual's relationship with others. If friction exists between even just two employees, especially employees that work closely together, it may prove too much for them to take and they might quit. In order to prevent this from happening it's a good idea to regularly check in with everyone on your team to make sure everything is on the up-and-up.

# You Just Know

As someone in a position of [leadership](#), you've had to develop the skills of reading people and trusting your intuition. From time to time you might get the sneaking suspicion that all is not well with a certain employee. The majority of the time you're probably right. When this happens, you're best to address the situation up front instead of waiting and continuing to wonder. By being proactive you place yourself in a position to address whatever the problem may be and your chances of retaining the employee are much greater.

It's unfortunate that days of loyal relationships between employees and the organizations they work for have largely diminished, but such is the reality in which we live. While this is a two-way street, employees are always going to look out for themselves first and foremost. If you want to lessen the amount of turnover you experience and save yourself the headache and cost of constantly having to hire new people, take note of some of the signs above. By doing so, you'll quickly find that your employees see you in a favorable light and will have much less of an incentive to look for work elsewhere.

If you are at the point of needing to hire a new employee or looking for a new job, contact me, Jeff King, for [recruiting in the Bay Area](#). I work with the [pharmaceutical, biotech, and medical device industries](#).

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## Traits of Indispensable Employees



If you've ever managed a team or overseen a department you've surely noticed people in your organization that stand out. Sometimes it's for the wrong reasons but other times it's because these individuals set themselves apart in ways that others don't. These people go above and beyond the call of duty, move up faster than their colleagues, have the best interests of the company in mind and are willing to do whatever it takes to ensure the success of the organization and everyone around them. In short, you would do anything keep these people around.

So what traits do these folks have that sets them apart?

## **Want for Continuous Improvement**

One trait that all great employees have in common is a will to get better at what they do. While most employees are satisfied to remain in their roles and simply do what they are asked, the superstars are always finding ways to improve their performance. What these people understand that others don't is that in order to stay on top, they constantly have to keep learning and getting better. Whether that means continuing education or an insatiable desire to move up quickly, these people are any organization's most valuable asset.

## **Personal Growth**

Not only do [exceptional employees](#) do a great job in the workplace, it's evident that they're obsessed with personal growth. These individuals have curious minds. In the evenings and on the weekends, you'll find them reading books about business, science, history or philosophy. They're always seeking new ideas and perspectives that shape who they are as people. In the workplace, you'll often hear them sharing fresh ideas or new perspectives with those around them. Simply put, these people have a zest for life and new experiences and that translates to workplace as well.

## **Discipline**

It's no secret that discipline leads to success. That doesn't pertain to only the workplace though. Employees that stand out have their lives in order. You won't find them out partying on weeknights, eating unhealthy foods or wiling away in the EZ Boy for hours on end when the day is done. It's evident that the best and

brightest see their work as part of a larger picture that is their life and they have the discipline to maintain a healthy balance in everything they do. They know what's best for them, their co-workers and the organization and would never do anything to compromise what's important.

## **Self-Deprivation**

No one enjoys doing things they don't want to do. Indispensable employees however, understand that doing things they don't enjoy is a fact of life and necessary at times. They are tough and courageous. In the workplace, they aren't afraid to have difficult conversations if it means bettering the organization or those around them. They're also the ones willing to take on tasks that no one else wants to perform because they know the job has to be done.

Away from work these people are experts at saying no. When everyone else chooses to stay out late or blow off steam, you'll find these people doing things that relax them and help them get recharged because they know they have to be at their best the next day.

## **Emotional Stability**

Everyone has ups and downs both at and away from the workplace. How individuals handle the constant ebb of highs and lows says a lot about who they are as employees and people. When most employees can't help but bicker, gossip and backstab, the best of the best know that this behavior is poisonous. These people celebrate successes and acknowledge low points but remain even keel and are low-maintenance. They know they have a job to do and aren't going to let anything distract them from achieving the results they want.

## **Make Others Better**

While your best employees are very much focused on their own development and improvement, they recognize the value in making those around them better as well. If they learn a new skill or come up with a more efficient way of getting things done, they readily and enthusiastically share it with everyone involved. The best employees have a fundamental understanding that if individuals in the organization improve, the entire organization becomes better as a result.

Indispensable employees are few and far between. Sometimes they're hard to notice because they aren't the attention-grabbing power-hungry type. Often times they fly under the radar because they are so laser-focused on improving themselves and those around them. It's important to recognize these folks though because they are your greatest asset. Failing to do so could result in a catastrophic loss for your team, department or company.

If you are struggling to put together a strong team, contact me, Jeff King. I am a [Regulatory and Quality Recruiter in the Bay Area](#). I provide [hiring services for biotech, pharmaceutical, and medical device industries](#).