

Battling stress at work?

Coaching on stress management & effective team communication produces positive results and a less stressed employee.

The employee talked of being very stressed at work due to inadequate staffing. During initial conversation Success Coach pursued tools for stress management. Subsequently, employee stated that she did not have time to apply these exercises.

*Further conversation identified that much of the stress was linked to an attempt to control how/when others would do their job and holding it as her responsibility. **Success Coach focuses on employee** and helps employee to focus on what was in their control and effective communication of appropriate expectations.*

S u c c e s s S t o r y



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Are you concerned about your living situation?

Employee had been living in hotel for 8 months with spouse & four children.

Family was looking for an apartment, food resources, clothing and furniture. Success Coach used online housing resources to help them locate new apartment, while connecting family to resources from 5 different agencies for clothing, house furnishings, bedding, & furniture.

S u c c e s s S t o r y

“Thanks! Having a Success Coach stand up for me got things moving in the right way!”

HR manager referred an employee to Success Coach who was facing a housing crisis. Coach views pictures of peeling paint/other areas where there was mold damage plus little bugs flying around the apt.

Employee asks for someone to be “her voice in this matter”. Success Coach contacts the apartment manager. Manager assures employee that issues would be addressed the next morning.

E m p l o y e e T e s t i m o n y

“My Success Coach defused my panic when I needed to start taking over the management of my mother’s affairs. She made an overwhelming task seem possible and suggested starting points and resources. “

Employee – Union College

“Last year I had a problem with National Grid and they helped me.... The Success Coach will help you no matter who you are or where you are from!”

Employee— Albany Medical Center

E m p l o y e e T e s t i m o n i e s

Would you like to communicate more effectively?

Success Coach helped employee prepare for a successful meeting with supervisor.

A staff member came to me upset due to having been written up for an incident at work. As a long time employee with no prior incidents the employee wanted to talk with the supervisor but did not know how to go about it and was concerned about causing a problem by speaking up. We reviewed the report, identified changes that could be made to ensure that there would be no further occurrences and discussed proper communications skills and a solution based approach that would demonstrate accountability, loyalty, and professionalism. The meeting took place and went very well with no further issues.

S u c c e s s S t o r y

Do you have legal troubles?

Employee who was excelling in several areas had a major legal set back

Employee presented with serious criminal charges. Employee, a young father, had been excelling at work and taking GED classes prior to these charges. Employee was devastated by these event. Coach was able to connect Employee to an excellent attorney (with great contacts in the county at issue), who agreed to a reasonable payment schedule. Eventually, charges were dismissed. Recently, Employee received his GED degree. He is looking at attending community college. He is very grateful for getting a second chance to be a father and work on his future goals.

“My Coach is always making sure he provides me with all the information that could help my family”

Employee— Proctors

E m p l o y e e T e s t i m o n y

What is a **Success Coach**?

What is the **S.A.V.E.** program?



explanation for **Supervisors | Managers | HR**

What is the S.A.V.E. program?

Success Assistance for Valued Employees via an on-site, confidential Success Coach.

What does a success coach do?

We schedule time on a weekly basis to be on site and meet face-to-face with your employees helping them **confidentially** navigate through life's challenges. Consider what your employees struggle with—financial stress, day care, transportation, personal strife, etc. We **coach, refer** and **advocate**, allowing employees to be more productive and focused on their work. Our goal is stabilizing the situation and helping the employee reach self-sustainability. We immerse ourselves in your workplace culture and become a part of the team, working to successfully achieve retention goals. We find that your employees become **loyal, productive members of the team** long term. Our value is supported by reporting monthly metrics to you on the employees we serve.

explanation for **EMPLOYEES**

A Success Coach is a confidential service available to assist you through difficult work, home, or life issues. We connect you with resources, advocate for you and coach you through real life situations like receiving a disconnect notice from National Grid or perhaps you are having some financial stress due to debt, student loans or just making ends meet. Did you recently have an increase in health care costs or need a solution for affordable housing? We can help there too! **If it weighs heavy on your mind, heavy on your heart or gives you a pit in your stomach...visit your success coach!**