

Supportive Connections

by Supportive Solutions, Inc.

Your 24/7 Crisis Response Service

providing

"the right response at the right time"

Sandbox Solutions:

1. Supportive Solutions is taking suggestions for topics for our upcoming "eSupport" series. eSupport is a series of free weekly tips and helpful tidbits on issues affecting the workplace. The topics can range anywhere from the flu pandemic, to hostile employees, to crisis response. Please email your suggestion(s) of what you'd like us to address to info@supportive-solutions.com.

2. Supportive Solutions can be thought of as your "crisis insurance policy" but without having to pay any premiums... you pay only if/when you use us. Your benefit is cost-effective preparedness! So keep our toll-free # nearby in case you ever need to call! 1.800.982.8522

A New Feature:

Our previous newsletters have focused on issues specifically related to crisis response, preparedness and management. This time however, we thought we would provide you with a preparedness resource that falls outside of the parameters of our specific crisis work.

Although not all of the companies that we work with are global entities, expansion in the global market is not outside of the realm of possibilities. Who would have thought that after only two years SSI is yielding to the demand of the global market and economy!

Although we do not directly utilize the services of the International Assignment Profile that we are featuring in this edition (below), companies who routinely send employees and families overseas do. The benefit of this tool is that it provides a framework for preparedness and in a sense provides a gap analysis as a tool to adjust, evaluate and bolster a system that might otherwise be too overwhelmed to transition successfully into an overseas assignment.

Does the use of this tool tie into crisis work? Well in a sense yes. If the employee and family are supported in their transition overseas, the stress and complications of huge life changes diminish because basic needs are met, many problems have been anticipated and planned for, and the focus can be on man-

aging the normal day to day frustrations. When proper planning for medical care, educational needs, respite, child care and separations from significant others and families, the normal day to day adjustments of living in a new country have been ignored, the potential for disaster escalates. We know that when family systems become chronically stressed, the system can be overwhelmed and become dysfunctional. When systems become too fragmented and lose their integrity, more extreme measures can be used to relieve the stress. We've all known families torn apart by financial stressors, violence, and other debilitating problems. Most of us can recall situations in which the outcome has been death.

The adage "an ounce of prevention"... is infinitesimal in comparison to the "pound of cure" to manage the resulting crisis.

If you have interest in this tool, please contact Neill Carson w/ IAP Systems directly: nmc@iapprofile.com.



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Number 1 reason for failed international assignments... by Neill Carson

Two major independent research projects (sponsored by relocation giants Cendant- now Cartus- and GMAC) have found family adjustment problems account for 67% of the failed or compromised international assignments, and rank as the number one problem international employees face. Here's how it often emerges: Mary carefully picks a team for her Malaysia project based on capability, technical skills, attitude, and ability to work cross culturally. Four months into the assignment, Dave, one of her stalwarts, starts coming in late, is irritable, & voices vague resentments about the assignment. He confides that his spouse is really unhappy, and is disappointed that she could not find suitable employment or even volunteer work. His mom's health is deteriorating, and he really needs to return home for a week. He apologizes for his poor performance. Mary's boss expects results, and her career depends on it. How could she have known? Is she supposed to be a social worker as well as a manager? Technology and science now offer support for Mary in the form of a new pre-assignment matching tool, the International Assign-

ment Profile (IAP). The IAP uses advanced artificial intelligence technology to gather and analyze information about the employee & family, comparing their needs and situations to known conditions in the anticipated destination. A prioritized list of actionable items is prepared, allowing the family to discuss and prepare for issues before encountering them on the location. The IAP allows EAP, HR, or relocation professionals to spend their time solving problems, rather than simply discovering them, and it increases the available applicant pool by "supporting in" applicants rather than "screening out". Using the IAP, Dave would have been urged to provide Mary a "heads-up" about his mom's health, and Mary could have prepared coverage in advance. The spouse would have been advised that employment is highly unlikely- not a great situation, but at least not a disappointing surprise. Using new tools like the IAP does not guarantee success; but doing nothing certainly invites a "crisis". To learn more, contact Neill Carson directly at: nmc@iapprofile.com or www.iapsystems.com.

Client Message Corner

It was great to see and meet so many of our current clients and future clients at the EAPA Conference in Nashville last month. The value of meeting face-to-face is, as the commercial says, priceless!

As the holiday season approaches, we want to say "**thank you**" for your support, trust and for your business. We have an elite network of crisis consultants and a client base of excellent companies - a combination for which we are hugely grateful! We also want to take this time to wish all of you a **very happy, safe and blessed holiday season!** We look forward to continuing our relationship in 2007!



Resource Corner

Book: "*The Bird Flu: Preparedness Planner*" by Grattan Woodson, MD. An excellent read for both businesses and individuals; full of practical advice for the layperson. A book you will want to have in hand if/when the pandemic hits.

Website: www.recombinomics.com (what's new) Excellent commentary on avian influenza events worldwide.

Website: www.fluwikie.com A website that is dedicated to the avian flu pandemic and all aspects of it.

And don't forget the resource that is available 24/7 that can be tapped into for crisis-related articles, questions and answers: the "**Business Community Forum**" at: www.supportive-solutions.com/forum

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www.supportive-solutions.com