

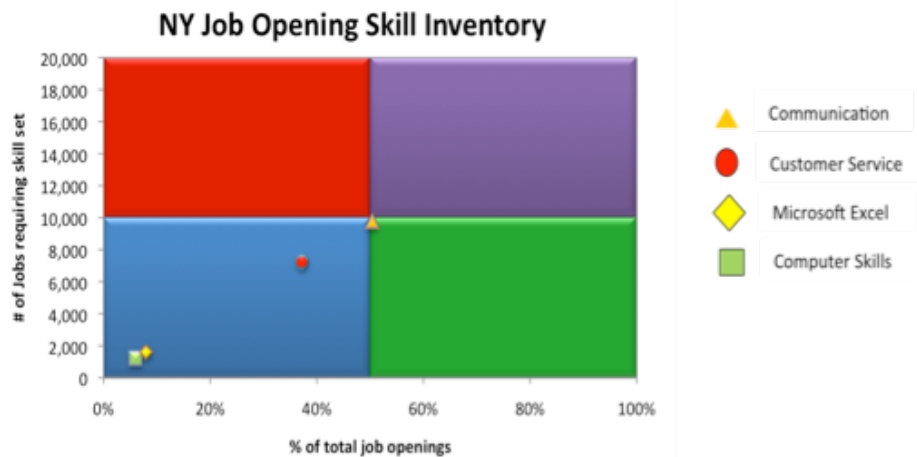
Charting Your Employee's Way To Success

by Othniel Denis, MBA

Communication is the soft skill often touted as most relevant in career success, yet is typically lacking in many job candidates. Communication is often marginalized and limited to oral and written expressions. However it encompasses much more. Communicating through a graphical medium, such as charts and graphs, is an often overlooked area. For example, the figure shown represents a sample of job openings in the state of New York categorized by skill set. We can see that 50% of the jobs sampled require communication skills. Creating a graph isn't as simple as many people may think. It is a complex process of encoding a message which, if done inappropriately can lead to misinterpretation and erroneous decisions by management.

The figure also reveals that 8% of job openings require Microsoft Excel proficiency. This dwarfs in comparison to communication, but should be included as another form of it. A recent poll performed by Excellent Ones Consulting revealed that the average user knows less than 1% of Microsoft Excel tools. Coupling these facts with the ailing economy, HR professionals are more likely to receive falsified resumes. These resumes may state "proficiency" in Microsoft Excel when, in truth, none exists. So, depending on your source, 8% to 30% of resumes contain false or exaggerated information.

At the end of the day, it's about minimiz-



ing risk and bottom-line impact to our organizations. One of the many hats that a HR professional wears is talent management at minimal cost. In light of this information we can do the following: administer tests, train promising candidates, and cultivate in-house talent. For job candidates desiring entry into our organizations, let's test them. There are organizations that can administer those exams. An even quicker, cost-effective approach is to send candidates an Excel-based exam to complete. A second action would be to train promising candidates. The third course of action would be to cultivate our in-house talent. Think about how many hours a day are wasted by organizations through inefficient

execution of tasks. Many organizations do not actively train their employees. Start by implementing a half-hour seminar every month, instructing staff about a different area in Excel. Send out monthly tips to your staff to raise the bar and spark creative thinking.

Communication is a highly desirable skill. However, it is often looked at within the silos of oral and written communication. Let's broaden our definition and help employees gain true proficiency in the area of visual communication.

– Othniel Denis, MBA
Principal
Excellent Ones Consulting, LLC
ODenis@excellentones.com

Supporting Veterans

continued from page 1

To raise funds for a pilot program sponsored by the Rusk Institute, a division of NYU Medical, HR/NY's Mary Kocy challenged herself to water ski around Manhattan Island (33 miles!) The Rusk Institute is involved with state-of-the-art neuro-imaging brain scans, and the funds would help initiate this project with 20+ Veterans who have TBI.

Phase I of the plan will encompass the medical brain scanning to assess the degree of injury. There are hopes to implement a second phase next year, where HR volunteers will mentor these Veterans as they make the transition into the work force.

Kocy completed her ski on Sunday, September 18th—completing her circle of

.....

"It outraged me and I decided to take the outrage out on the water."

– Mary Kocy

.....

the island in 1 hour, 40 minutes, and only falling once!

She set a goal to raise \$12,000 to help initiate the project, and approximately \$125,000 to complete the medical phase. We are hoping that other HR/NY members make a strong showing in their support of this worthy cause. It is not too late to contribute.

Donations in any amount can directly benefit Veterans with TBI, and indirectly

help their family members who often are required to provide care and assistance to address the consequences of the injury.

As of this printing, Kocy raised \$26,551—enough to fund 10 Vets to go through the first phase of the program. HR/NY members wishing to help can visit Kocy's webpage—<http://giving.nyumc.org/mary-kocy-one-good-turn>—to make a donation.

We congratulate Mary Kocy's efforts to raise awareness for this cutting-edge pilot program. HR/NY will be researching other initiatives in support of veterans making the transition into employment.

– Al Smith
HR/NY Director Emeritus
al.smith@yahoo.com
Advocate for the Support of Veterans