

[View this email in your browser](#)



August 17, 2023

A Guide to Approaching Different Types of Managers



Being a manager is a lot of work. There isn't always the best training from top executives for new managers on how to approach the role and make sure their team feels comfortable. On the flip side, senior managers might be stuck in their ways, regardless of whether they are actually working or not. Ultimately, a smooth-

functioning organization would have frequent management training sessions and check-ins, but unfortunately that's not always the case.

Click [Read Full Story](#) below for a guide to help employees navigate how to work with different types of leaders. It's a realistic approach for people who want their work lives to run a little smoother and to see success, even if you have opposite ways of working together.

It's not so black and white either. The 10 different types of managers in this article are a short list of categorizations. Often managers bounce between them, depending on other factors like the person they're working with, their personal lives, and so on.

Source: *Cloey Callahan, Worklife*

[Read Full Story](#)

The Quest for Work-Life Balance in the 24/7 Restaurant Industry

Maybe you've got kids. Maybe you've got a fur baby. Or a partner, or school, or another job or a demanding social life. Perhaps you moonlight as an athlete or a creative. Maybe you manage a household or care for an ailing parent. Maybe you have a very serious relationship with your bed.



Whatever "it" is, balancing "it" with work never seems to even out. One is always overtaking the other. Work-life balance is not so much about balance at all – it's a negotiation. Especially in the 24/7/365 restaurant industry where it's typical for chefs to work from open to close, managers to stay until the wee hours, and servers to work split shifts. They do all this while trying to maintain relationships outside the restaurant during what often seem like backwards hours.

We all want to be effective. We all want to show up to work, bright-eyed and bushy-tailed and enjoy your day. At the same time, we want to show up for our life, for the people and activities we care about beyond the pantry. Especially in the restaurant industry, positive energy is infectious... and negative energy is contagious.

Click Read Full Story below for a few things you can do as a restaurant employer and request as an employee to make work-life balance a part of your work experience.

Source: Dana Krook, TouchBistro

[Read Full Story](#)

How Leaders Can Build Psychologically Safe Workplaces



Psychological safety is the belief that you won't be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes. At work, it's a shared expectation held by members of a team that teammates will not embarrass, reject, or punish them for sharing ideas, taking risks, or soliciting feedback.

Psychological safety at work doesn't mean that everybody is nice to each other all the time. It means that people feel free to "brainstorm out loud," voice half-finished thoughts, openly challenge the status quo, share feedback, and work through disagreements together – knowing that leaders value honesty, candor, and truth-telling, and that team members will have one another's backs.

When psychological safety in the workplace is present, people feel comfortable bringing their full, authentic selves to work and are okay with "laying themselves on the line" in front of others. And organizations with psychologically safe work environments – where employees feel free to ask bold questions, share concerns, ask for help, and take calculated risks – are all the better for it.

Click Read Full Story below for 8 steps that will help leaders build greater psychological safety in the workplace, so their teams are more successful and engaged.

Source: Center for Creative Leadership

[Read Full Story](#)

The State of Restaurant Staffing - Post-COVID

The world of work changed forever when COVID made its entrance. Out of necessity the restaurant industry had an unprecedented number of closures,



layoffs, and lost jobs because of the COVID-19 pandemic. Workers that had a career either as entrepreneurs or staff in quick service, fast-food, casual and fine dining had to make decisions on how to maintain their economic survival and find new ways to make a living.

As the hospitality and restaurant industry are still trying to recover to pre-pandemic sales the biggest challenge facing employers is meeting the staffing challenge associated with returning to full-operations and/or growing.

Click Read Full Story below for a summary of the drivers representing the biggest staffing obstacles and possible solutions to consider.

Source: Don Cordova, LinkedIn

[Read Full Story](#)

Frontline Employees on Understaffed Teams Twice as Likely to Consider Quitting



Employees who interact directly with customers can make or break the customer experience; but only 57% believe their leaders are investing in their team.

Workers in customer-facing roles are stressed and nearly one-third (31%) think about quitting their job multiple times a month, according to new

research from Qualtrics. More than two in five (44%) say their workloads have increased, and one-third say customers have become ruder over the past year.

While many customers' first interaction with a brand may be online or through another digital channel, frontline employees such as restaurant staff and front desk workers are typically the first human point of contact between customers and a business. They therefore play a major role in the overall customer experience. Bad customer experiences put up to 8% of sales at risk for organizations. Globally, this adds up to \$3.1 trillion of sales at risk every year, according to research.

"Frontline employees are aptly named, often acting as the first – or only – point of human contact between a customer and a company so their impact on the overall customer experience cannot be underestimated," said Fabrice Martin, Head of Customer Experience Product at Qualtrics. "It's essential that organizations provide their human frontline with resources to support their well-being and help them be more productive so they can consistently deliver excellent service and develop loyal customers."

Click Read Full Story below for key takeaways from this study.

Source: Hospitality Technology

[Read Full Story](#)

Your INDUSTRY. Your ASSOCIATION. Your COMMUNITY.

Have a question for the Wisconsin Restaurant Association team?
Not a WRA member and interested in learning more?

[Ask WRA](#)

[More Info](#)

[Join Us](#)



This is a communication from
The Wisconsin Restaurant Association
2801 Fish Hatchery Rd.
Madison, WI 53713
wirerestaurant.org

Want to change how you receive these emails?
You can [update your preferences](#) or [unsubscribe from this list](#).