



**WHAT IS HAPPENING RIGHT NOW IN AGENCIES TODAY?
(UPDATED 01-01-22)**

Well, you know what, agencies these days are really doing well! I rarely come upon an agency that is struggling in this time of COVID-19. We are so blessed to be in a business that is very well needed in our United States.

Some issues that are coming up in these times are finding good employees and training new employees. I am surprised to hear this; however, every week agencies tell me they are looking for new employees so the matter comes to “how are we going to get someone” and “how are we going to get them on board quickly.” Of course, having detailed, easy to understand procedures and processes is a BIG HELP! As far as finding new employees, many agencies are resorting to hiring someone outside of the industry and training them. As long as the prospect has a good work habit and is WILLING TO LEARN (that is the key), you will most likely not have any issues getting them on board efficiently. I do find agencies find it VERY DIFFICULT to locate someone fully experienced. There is always the issue of money and possible poor, past working habits so more and more agencies are looking to people they can train to the way they want them to work in the agency. THIS IS VERY IMPORTANT!!

Also, with some employees still working from home, again, there is the issue of consistency and how do we track their work efficiently. Consistency is a pretty easy resolution with making sure weekly meetings continue, reviewing one procedure each week, and getting employee confirmation of compliance. As far as tracking work efficiently, some agency managements systems have the ability to accomplish this; however, to be honest, there are about 20 areas to think about when securing employee efficiency which is included in the “Comprehensive Agency Operations Review and Solutions Program” from my website, www.gracebauer.com.

Finally, I still do want to mention agencies are doing fairly well during these times. As a matter of fact, I have had agencies telling me they cannot keep up with the workloads or amount of incoming business. Pretty unbelievable, ha; however, TRUE!

If I can ever be of further help or you simply want further information on what I do, please let me know.

THANKS SO MUCH FOR REQUESTING THIS REPORT! I hope it helped a little!

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