

Case Study: SEPARATION

HOW ONE COMPANY DEALT WITH A VERY DIFFICULT TERMINATION

The Situation:

Superior Health Linens reached out to us with a difficult situation. According to the CEO, their HR Manager had become overly involved in the lives and circumstances of employees.

She interpreted her role as a “mother hen” protecting and defending the employees. This became a problem when Ms. Rodriguez would publicly challenge and confront other Supervisors on how they dealt with and communicated to employees.

The DISC Wizard was asked to come in to assess the HR Manager, evaluate the situation and offer a course of action that would honor the interests of all parties.

The Solution:

This assessment showed that the HR Manager had a passionate desire for helping others and believed it was always the right thing to do. Her behavioral style made her very compassionate and empathetic towards others. (This combination of values and behavior is often found in non-profit or volunteer organizations.)

In my conversations with her, it was clear that the HR Manager believed everything employees told her but doubted everything the Supervisors told her.

She admitted that she didn't share the “Utilitarian” mindset of the Owner and other leaders and that they were too often focused on the “bottom-line.”

She had a hard time acting as a leader with a stake in the company because she truly came from the “employee is always right” mindset.

It was my professional opinion that it would have been difficult for Ms. Rodriguez to give up her role as the employee's protector based on her deeply entrenched values, beliefs and attitudes.

The Resolution:



*Because we read Nancy's “Little Red Book of Hiring and Firing” and brought her in to thoroughly evaluate the situation, our team had **more resolve to act.***

*The manner in which we dealt with the **very difficult firing** turned into a very good team building process.*

*Surprisingly, once armed with the right tools, we were able to make a **difficult but unanimous decision.***

We are on a single mission with a clearer purpose today.”

~ Scott Reppert, CEO, Superior Health Linens, Milwaukee, IL





WHAT PEOPLE SAY...

about The DISC Wizard

Accurately Assess Strengths...

At first, I was **extremely skeptical** that Nancy would be able to **accurately depict the behaviors** of our team members. However, it didn't take me long to become a believer. She was able to accurately assess the **strengths and weaknesses of our staff** which allowed us to **place each of them in roles** that would benefit our organization; each employee; and most importantly our clients.

~ David J. Cecere, Sr. Vice President, Tompkins Insurance Agencies,
Batavia, New York



Hire For Culture Fit...

"In my job as HR Manager, I will be using the DISC information to help people **resolve personal conflict**. I can now assess how well a manager/subordinate will work together and where **potential frustration** may come from. In recruitment, I can better assess how the candidate will fit into, not only the job, but the **organizational culture** and team as well."

~ Jennifer Steier, HR Manager, Ultrafab,
Farmington, New York

Better Understand Motivation...

DISC and Motivators are amazing assessments that allow for self-evaluation. These tools provide **invaluable insight** to our employees. Not only do they gain a **better understanding of what motivates them** and how they act on that, but how others may approach an issue and act. They realize, while not easy, they can **adjust their behavior** to alter outcomes. They also realize by understanding what motivates others, they can better direct their own efforts to better manage those with differing workplace motivators. The awareness they gain is an experience they don't forget.



~ Stefani Conley, Assistant County Administrator,
Mesa County, Colorado

Nancy Roberts

SPEAKER BIO



CERTIFIED BEHAVIORAL ANALYST | AUTHOR | SPEAKER

Coached and Advised Hundreds of Business Owners, Entrepreneurs, and C-Suite Level Executives

As CEO and Founder of The DISC Wizard, Nancy Roberts helps businesses turn a critical eye toward their staffing choices.

The DISC Wizard's behavioral assessments guide employers in really getting to know their candidates and employees so they can improve job fit, alignment and, ultimately, engagement.

Nancy is also a published author of several books, including "The Little Red Book of Hiring & Firing- 7 Strategies for Finding & Keeping Engaged Employees" and "The Top Ten Strategies for Success in Business."

Nancy has taken her message to a variety of businesses, reducing turnover by up to 50% and staffing high level executive roles with the perfect employees. Nancy's message has also been featured on ABC, WHAM Radio, and the Rochester Business Journal to name a few.

When Nancy isn't getting rated "Best Speaker" at conferences, she's reading, writing, cooking, and baking. She's also an avid traveler, swimmer, hiker, and spa enthusiast. Finally, she loves spending time with her husband, Jess, and her 22 nieces and nephews.

Nancy has worked with...

- ✓ ADMAR
- ✓ Allied Building Supplies
- ✓ Career Start
- ✓ Goldwell, NY
- ✓ LiDestri Foods
- ✓ Oak Hill Country Club
- ✓ Pictometry
- ✓ Rotork Controls
- ✓ SentrySafe
- ✓ TalentBridge
- ✓ University of Rochester

As well as not-for-profit organizations such as...

- ✓ Bivona Advocacy Services
- ✓ Catholic Charities
- ✓ Foodlink
- ✓ Lollypop Farm
- ✓ RESTORE
- ✓ YWCA