ERN® Success Coach Connections

APRIL - JUNE 2026

ANNUAL MANAGER & SUPERVISOR EDITON

GET PERSONAL SUPPORT

STRENGTHEN YOUR TEAM

GROW YOUR COMPANY

EQUIPPING YOUR TEAM FOR ANY CHALLENGE

Reach out to excel. ERN® Success Coaches assist managers and their employees, enriching their lives with onsite support, connection to financial resources, and advancement tools. Learn how your Success Coach can transform your team. Help employees prevent or address crisis situations by referring them to the Success Coach onsite.

A success story. Carrie Bolton *(Success Coach, Tompkins County ERN)* recently worked with an employee in the hospitality industry. They were looking to improve workflow and communication. "Instead of just fixing immediate hurdles, we turned it into a teachable moment," said Carrie. By creating a communication strategy together, the employee learned to:

- **Prioritize with Purpose:** Focus on what drives the most impact
- **Plan for Success:** Establish clear coverage plans for absences to ensure a smooth flow
- **Advocate Professionally:** Reframe the dialogue to advocate for their needs while maintaining high service standards

"When we give people the skills to lead themselves, the whole business thrives!"



Carrie Bolton
ERN® Success Coach
Tompkins County ERN

Going the extra mile. "My goal isn't just to hand out answers—it's to provide the tools that empower employees to be effective long after our coaching session ends," said Carrie. "The employee doesn't just walk away with a resolved issue; they walk away with a professional toolkit."

Assistance to fit your needs. ERN® Success Coaches can offer a quick piece of information or find and assist with solutions step by step.

What do you and your team need to succeed?

mySUCCESS WEST MICHIGAN EMPLOYER RESOURCE NETWORK®

Your gateway to resources & training that provides support for personal & workplace success

Eddie Harris
Success Coach
edie@ernsuccesscoach.com
616-320-9780 (cell)

Members & Onsite Hours

Aspen Surgical
6945 Southbelt Dr. SE, Caledonia
Friday: 8:00am-4:00pm

5120 Beltway Dr. SE, Caledonia
3rd Friday: 8:00am-4:00pm

Edison Christian Life Services
1000 Edison NW, Grand Rapids
Thursday: 8:00am-11:00am

Holland Home
2100 Raybrook SE, Grand Rapids
Wednesday: 8:00am-4:00pm

Lacks Enterprises: Kraft Mold
5801 Kraft SE, Grand Rapids
Monday: 12:30pm-4:00pm

Lacks Enterprises: Raleigh West
3500 Raleigh Dr SE, Grand Rapids
Monday: 9:00am-12:00pm

Lacks Enterprises: Barden Plater
4090 Barden Dr SE, Kentwood
Thursday: 12:30pm-4:00pm

Perrigo Oral Care
4701 East Paris Ave SE, Grand Rapids
Tuesday: 8:00am-4:00pm
(6:00am-2:00pm every other)

1st, 2nd, 3rd, 4th = week of the month

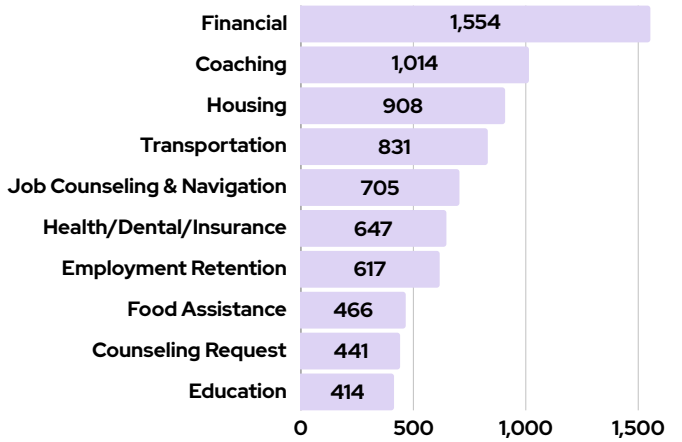
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FINANCIAL RESOURCES FOR YOU & YOUR TEAM

Personal Challenges Affect Performance

Financial Stress can significantly impact employee performance and well-being. According to a 2023 PubMed Central study, poor financial well-being correlates with increased burnout and psychological distress, decreasing productivity. Low pay, lack of job control, and high workloads exacerbate these issues, while effective rewards and supportive leadership can mitigate them, boosting retention and performance. Leaders must prioritize financial wellness initiatives and transparent communication to swiftly address these challenges and protect their workforce.

2025 ERN® EMPLOYEE TOP TEN CASE NEEDS



ERN USA 2025 KPI Report

**Number of cases*

LEADERSHIP PRESSURES: GET SUPPORT ONSITE

Leading teams and driving results can be a heavy lift, especially with the weight of your team's success on your shoulders. Whether you're new to leadership or looking to enhance your skills, our leadership training and support from a Success Coach offer personalized guidance and resources to help you navigate challenges, build confidence, and elevate your leadership impact.



Stress. Manage leadership demands with strategies to reduce burnout and improve well-being.

Leadership Training. Build key skills in conflict resolution, emotional intelligence, and leveraging strengths.

Communication. Foster collaboration and communicate effectively with your team and supervisor.

Ready to take the next step? Schedule a time with your Success Coach today and start building a plan for success at both work and home!

Philosopher's Corner

"Management is about persuading people to do things they do not want to do, while leadership is about inspiring people to do things they never thought they could." - *Steve Jobs*

ERN USA
Employer Resource Network®

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