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?

Mid-South Employer Resource Network

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

Cheryl Cole
Success Coach
cheryl@msern.org
901-825-4869 (cell)

Members & Onsite Hours

Dillard Door
788 East St., Memphis
Wednesday: 7:00AM - 11:00AM

National Economy Plumbers
2114 Southern Ave., Memphis
Thursday: 8:30AM - 12:30PM

Owens Corning
704 Corrine Ave., Memphis
Thursday: 12:30AM - 4:30PM

Semmes-Murphey
6325 Humphreys Blvd., Memphis
Friday: 8:30AM - 12:30PM

Service Master by Stratos
307 Madison Ave., Memphis
Tuesday: 8:30AM - 12:30PM

Trezevant Manor
177 N. Highland St., Memphis
Monday: 8:30AM - 4:30PM

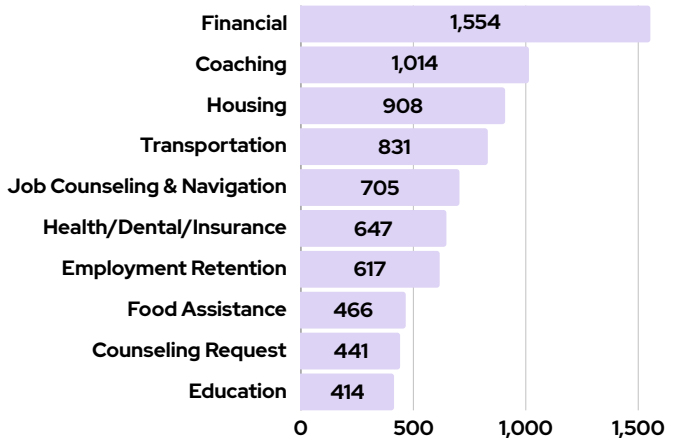
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FINANCIAL RESOURCES FOR YOU & YOUR TEAM

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*

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