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### Get Solutions on Staffing from the Best in the Business at WF&HE

The success of your business is only as great as the people that you have on your team. Get practical tactics and inspiring ideas on workforce recruitment and retention from experts and your peers at the Wisconsin Food & Hospitality Expo on March 13 in West Allis.

- Staffing Super Session presented by Hyer and Saz's Hospitality Group
- 15-minute, hyper-focused Quick Bite sessions on trending workforce topics
- Opportunity to network with your peers and discover solutions that are working for them
- Plus a diverse mix of exhibits featuring the latest products and services covering all key areas including food, beverage, equipment, services and technology

[Solutions on Staffing at WF&HE](#)

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### The Benefits of Active Listening in the Workplace



When people on a team struggle to listen to each other, they can become disconnected. Active listening is important because it encourages openness, honesty, and success. This can help understand how people are motivated, how they're feeling, and the challenges they may be facing.

Active listening is engagement within a conversation that showcases processing and support. It is one of the most important things you can do when talking one-on-one with people in the workplace. When done properly, active listening opens channels of communication, team building, and innovation. You can get better at active listening by practicing, removing distractions, and asking clarifying questions when needed. Everyone, regardless of whether they are a senior-level leader or a front-line employee, can benefit from listening actively and being actively listened to. Building stronger teams with techniques like active listening takes time and attention.

Source: Society Insurance Human Resources

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### Team Cohesion: What Is It & How to Build It

Employees aren't cheap, and turnover can be costly. One solution to retaining top talent and ensuring long-term success is effective team cohesion.



Team cohesion is a business metric that measures when a group of individuals feels connected and driven to achieve a common goal. A large part of team cohesion is maintaining unity throughout a project and being able to feel that one has actually contributed to the group's success. Team cohesion means that group members don't just respect one another; they also trust each other to contribute equally, support each other, and work within the team with the whole in mind.

Source: Podium

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### Restaurants' Labor Situation Has Improved, But it's Far from Perfect



The industry has regained workers, and more operators are likely to say they're fully staffed. But labor is more expensive. Retention remains a key stressor. And jobs have moved.

For Honeygrow, 2020 was one problem, with the pandemic wiping out much of its business for a time. But 2021 would prove to be altogether different.

The 40-unit fast-casual chain was getting customers. It just couldn't find workers. "We had folks coming into the restaurants" founder and CEO Justin Rosenberg said. "We couldn't get folks to want to work in the restaurants. We were, unfortunately, temporarily closing locations."

That's not a problem these days. It has both customers and workers and is adding locations again.

Read the complete article to learn what's working and still needs improvement!

Source: Jonathan Maze, Restaurant Business

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### I'm Never Going to be Able to Retire: Gen Xers Cast Doubts on Life After Work

Nina McCollum, 55, was laid off last March from Glassdoor. It was her third career layoff.



She was able to jump back into freelancing as a professional content writer with more than 20 years of experience, but any dreams of retiring faded fast. It wasn't a new reality for her though, she had long suspected retirement would be out of reach. For most of her career, she didn't have access to an employer-sponsored retirement plan, except for the year she was at Glassdoor. Before that, and again today, it is up to her.

I couldn't afford to do it on my own," said McCollum. "Like a lot of people, I was living paycheck to paycheck. I mean, I'm not even making enough to pay the bills. I'm sustaining myself on what I've been able to save. I'm never going to be able to retire."

Gen Xers, those aged between 44 and 59 years old, were taught by their boomer parents to be loyal, show up, do their best, and they would see success and earn a pension that would promise a comfortable life without work after the age of 65. But, that wasn't the reality for this generation, as Gen X has ended up at the forefront of an evolving workforce for who job hopping, uncertainty, and changing economics, are the new constant.

Source: Cloey Callahan

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### Are You Using the Most Appropriate Leadership Style?



The leadership style you should use – discussing, directing or delegating – depends on the situation, writes Paul Thornton.

Leaders influence and inspire people to make positive changes. They diagnose each situation and determine which

leadership style will be most effective.

Using the appropriate leadership style motivates people to be fully engaged and motivated. Each leadership style also builds people's knowledge and skills, making them more effective employees.

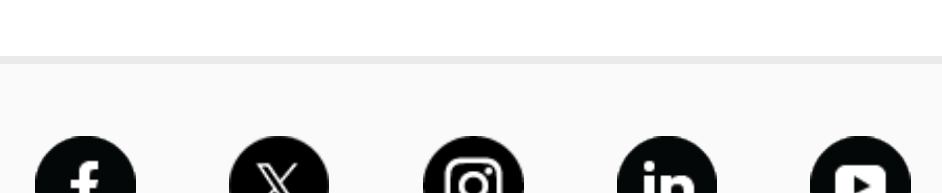
Source: Paul Thornton

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