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Employees Demand New Skills to Use - and Compete with - AI



Despite all the opportunities surrounding the hot technology of the moment, many workers still fear the worst about artificial intelligence – and they think their bosses should do more to help secure their jobs.

In a survey of more than 3,000 people in the U.S., Canada, the U.K. and Germany, the people analytics firm Visier found that 86% of employees say their companies should take at least some role in reskilling to ensure they aren't so easily replaced by machines – with more than half believing it is entirely the employer's

responsibility to do so.

Nearly one-third of employees expressed concern that the skills they currently have could eventually be replaced by AI.

Those findings dovetail with those of the hiring operating system Greenhouse, which found in its recent survey that 84% of HR professionals say their workplaces need more education and training on AI tools. In yet another study, the HR learning management system TalentLMS found that 43% of HR managers believe their organizations will face a skills gap because of AI.

The fact that most employees feel vulnerable because of AI's advancement "shows there is some sense of anxiety around the potential threat AI might pose," said Paul Rubenstein, Visier's chief people officer. "However, it also demonstrates that employees recognize the value of learning new skills and, therefore, might be more open to learning how to properly use AI and incorporate the technology into their routine.

Read the complete article to learn more about the impacts that AI is having on staff mindset!

Source: Tony Case, WorkLife

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Sometimes the Employee is Right: How to Handle Rude or Aggressive Customers

Ask any restaurant worker, and chances are they'll tell you they've been on the receiving end of harassment when interacting with customers. Further, they may say they're afraid to tell managers out of fear of retaliation.



This is bad news for restaurant owners and managers. Low morale can lead to high employee turnover.

A multi-university study of retail, restaurant, and call center employees showed that mistreatment by customers is one of the top reasons people quit jobs-and how their management handled the conflict may have played an even more significant role.

As a result, researchers suggest “ensuring supervisors treat the employees with dignity

and respect, having regular conversations with their employees, and training employees on how to deal with abusive customers.”

The study also states that acknowledging that a patron is disrespectful and supporting the employee could improve employee morale and keep workers from leaving.

This can be quite an adjustment for managers, employees, and patrons. But a lost patron or two almost always costs less on average than replacing an hourly employee, and empowering and supporting your employees can help you avoid lawsuits.

This article contains six tips for ensuring that your employees feel safe and empowered in the workplace.

Source: menufy by HungerRus

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Less Doing and More Learning: The Art of Unburdened Leadership



The pressure on leaders to deliver business results continues to intensify. And it can be overwhelming. In a culture of “doing,” where getting things done and achieving outcomes is paramount, leaders can fall into a cycle of doing everything themselves.

When you can unburden yourself from the mistaken beliefs you personally need to do it all, you can achieve so much more.

One of the invisible results of the “doing trap” is that you unknowingly add to your burden of responsibility. It

often feels faster to just do it yourself, or to tell people exactly what to do and how to do it – but in doing so, you take over the ownership of the problem-solving execution, instead of spreading the doing across many people. You create a vicious cycle where you don’t have time to give your team members space to take responsibility for problem-solving or grow in the capabilities, and you feel pressured to keep doing it all yourself.

The complete article takes a look at three of the most impactful ways to empower your team to take ownership.

1. Connect with Your Intention
2. Slow Down ... Pause
3. Build a Routine of Reflection

Source: *Katie Anderson, IndustryWeek*

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10 Employee of the Month Ideas (Plus 5 Common Mistakes)

Finding unique ways to show your team how much you care has become more critical than ever. In the last few months, we've seen an abundance of open positions, employees moving to different companies, and team members leaving the workforce altogether. Companies are struggling to find great people, but companies can avoid negative work environments by building a culture of recognition.



One way that many companies choose to recognize their staff is through an employee of the month program. These programs can be a great way to start your company's recognition experience if you manage it the right way. An employee of the month award is a prize that companies give out to team members who have made a tremendous impact at work.

Companies with these awards typically create a repeatable experience they can use to recognize top performers. When someone is recognized, companies see them as a beacon for what a worker is supposed to be at your organization. Read the complete article for guidance on how you can start a program for your operation!

Source: *Amanda Cross, Nectar*

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Embracing Change: How to Train Restaurant Staff to Adopt New Technology

Change can be daunting when it comes to something as crucial as your restaurant's technology platforms – especially if you're running a large restaurant group.

Even the best technology solutions come with a learning curve, and incorporating new systems and practices into your restaurant operations can present challenges for both you and your staff.



You won't be able to use new technology to its fullest potential unless your team is on board, which means learning how to train restaurant staff is paramount. Teaching staff members how to use new technology is just one part of the process, as it's equally important to get them excited about utilizing new

solutions.

The complete article will include valuable information on:

- Why more restaurants are adopting technology
- Challenges of implementing new tech solutions
- Tips for successfully training & onboarding new restaurant tech across multiple venues
- Tech training FAQs

Source: SEVENROOMS

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Discover and Develop Leadership Talent Hiding in Plain Site

Every company has hidden leaders. It's your job to find them, develop them and grow their potential. This is how you maximize the talent hiding within your organization. You must invest in the potential of your hidden leaders because it will unlock a wealth of talent, drive innovation and create a pipeline of future leaders.



We easily notice those who make sure their skills are in the limelight, but there are others who are working just as hard and achieving just as much, who remain virtually unknown in the organization. But why? In my workshop, "The Invisible Leaders: How to Find Them and Let Them Shine," I explain how you can help the hidden leaders in your organization be recognized for the great work they do.

When we make the effort to uncover the invisible talent, employees gain the success they

deserve, and the company gains the insight of experienced, capable workers who already know the organization inside and out. If this kind of advantage on your competition appeals to you, read on and find out why your next great talent may be hiding in plain sight.

Source: Joel Garfinkle, SmartBrief

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