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## 6 Questions to Ask Yourself When You're Frustrated with Your Team

Today's managers are under a lot of pressure. When it's a constant strain to get work done, it's easy to have a short fuse.

When expectations aren't met, the brain short-circuits to judgment and reaction. This is exactly the opposite of what your employees need. In

healthy workplace cultures, leaders know how to balance accountability for results with empathy. One way to do this is to aim for reflection instead of reaction. These six questions will help managers revisit their expectations and make sure they're centering empathy in their attempts to encourage performance.



*Source: Amii Barnard-Bahn & Noemie Le Pertel, Harvard Business Review*

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## What To Do About Overthinking, Rumination, and Worrying

One of the common traps of living affecting so many of us these days is overthinking—excessively analyzing something or dwelling on possibilities and second-guessing ourselves. We think about some things—mostly bad things—too much and for too long.

It can be mentally replaying awkward conversations or embarrassing moments repeatedly. That time we got dumped by our childhood crush. Or worrying about an upcoming



presentation or interview. Putting off asking for a promotion or raise because we're overthinking. Our thoughts spiral out of control when our boss mentions out of the blue that we need to talk.

Overthinking is common. According to researcher Susan Nolen-Hoeksema, 73 percent of people aged 25 to 35 admitted to overthinking at

some point in their lives. She also found that overthinking is more common among women than men, but common among both.

When author [Jon Acuff](#) and [Dr. Michael C. Peasley](#) of Middle Tennessee State University studied overthinking, they asked 10,000 people if they struggle with overthinking. The result? 99.5% of respondents said "yes." What's more 73% reported that it made them feel inadequate, and 52% noted that it left them feeling drained.

*Source: Gregg Vanourek, Good Life, Good Work*

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## Pooled Tips - Everything You Ever Wanted to Know and More

The restaurant industry in the US has had a long and conflicting relationship with tips. On the one hand, tipping is tied to a dark time in our history and still creates significant wage disparities between the front and back of the house. On the other hand, it's predominantly accepted, expected, and depended on in the US.

No matter how we all feel on the subject, the act and culture of tipping are unlikely to change any time soon.

That's why tip pools have become more normalized and widely accepted forms of tip distribution in our industry.



If you're looking for a way to manage tipped income (more) equitably, this article is for you.

Source: *Poached*

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## Customer Service for Different Generations

Understanding the intricacies of customer identity is the linchpin of successful personalization in the contact center. If you're looking to tailor customer service for different generations, then what follows will be particularly helpful.

To start, your customer service teams need to be able to pinpoint messaging and communication methods that customers from every generation can relate to, internalize, and of course, *remember*.

Just as they hail from different generations, your customers have many different identities that factor into their buying practices and expectations of service.

Each generation has a distinct value set and circumstance that informs buying decisions and preferences for digital or traditional communication. This article explores how customer service organizations can cater to different generations based on an understanding of their different values and buying motivations in order to offer more relevant, personalized support be it in marketing campaigns, service issues, and more.

Source: *LIVEVOX*

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## How to Be a Good Restaurant Host - 21+ Easy Tips

In order to be a good restaurant host you should always be friendly and have a smile on your face.

You are the first point of contact for guests so make sure to leave a good impression. Ask questions: Do they prefer a booth or a table? How many are in your party? Make the guests feel welcome.

Read on to get all of the useful tips and tricks to share with your team!

Source: *Restaurant Superstar*



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