

# Next Gen GM

## THE IMPORTANCE OF TAKING TIME



**I know that this may sound strange coming from someone who is working in Global Mobility during a pandemic, switched jobs and combined the first three weeks of her new job as a director with homeschooling her eight year old. However, compared to 2019, 2020 has been a stress free year for me.**

Do you know why? Because Heart Relocation has taught **ME** to take time.

Let us be honest, Global Mobility Professionals in relocation are not always the happiest employees. Everybody starts this job with the illusion that they will guide employees during one of the biggest steps in their lives: moving to a new country. We want to be there for the employees we assist, give them the help they need, alongside treat them the way we would like to be treated which the coronavirus pandemic has highlighted is no longer a nice to have but a must have. However, we are also colleagues that wish to help the team, jump in when colleagues have too much on their plate.

**This combination is fatal for many of us as there are not more hours in a day than twenty four.**

You need to sleep, you have a family to look after, you want to go to the gym every now and then because you need to take care of yourself. In some ways the coronavirus pandemic enabled us to create a work life balance or did it....

The laptop keeps winking at you from your laptop bag in the corner of the room. Emails kept coming in, that you had not had the chance to answer that came in today and due to the new way in which many were working where was the opportunity to switch off during the pandemic?

**Normally I would say that problems do not exist and they are all just challenges, but this is a problem.**



*It's easy to become overwhelmed and feel that there are not enough hours in the day*

We all know at least three people in the relocation industry that have been on sick leave due to burn out. We all know at least five people who do not like their job anymore because they have been working unmanageable hours and like a robot. Open email – answer – send, open email – answer – send. Please do not let them send an email back today. Please do not let them call me today, I do not have time to speak on the phone.

There is only one answer to this problem and the answer is **TIME**. I have learnt that employees should be given the time they need to offer their client the service that was promised when the contract was signed. A twenty four seven service, well of course! But not if this means that after a ten hour work day, you still need to plan calls at 10PM, because this has become part of the service package and new normal.

Messages in the weekend, no problem! But does this mean that I can attend the school play of my six year old on a Tuesday afternoon without needing to take time off for it?

### **A good employer understands this.**

They understand that they can only expect outstanding service if they treat their employees with outstanding service now more than ever. Mutual respect, the trust that you will do whatever it takes to get the ten out of ten points that your sales colleagues have sold to the client and the faith that if you take thirty minutes every morning during working hours to take a walk, to think about the details of the relocation of a family that are having their goods packed today or the home search of James Baker that will happen, that you are doing it with a purpose. This is what we all wanted to do when we started working in relocation and this is what we all want back: our purpose! Hopefully as we emerge from the coronavirus pandemic the expectations of employers will normalize and a stronger sense of duty of care will occur.



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