



Marketplace Chaplains USA Helps Corporate America Become More Productive

Workplace productivity in Corporate America depends upon a number of factors. One of the most important of these factors is the well-being of the people who do the work.

When employees show up for work each day, they bring the knowledge and skills that equip them to perform their designated tasks. They also bring many other things, some of which are good, many of which are negative, all of which will impact performance on the job in one way or another. Some may bring the excitement of an anticipated marriage, along with all of the stress involved in planning a wedding. Some of them bring the pain of broken relationships or marital problems. Some of them bring problems with their children. Some bring drug or alcohol problems. Some bring grief from the recent loss of a friend or family member. Some bring financial problems. Some bring conflicts or misunderstandings with coworkers or supervisors. Some bring concern over personal or family health issues.

Unfortunately many people have no resources readily available to them to help with such issues. In the United States in the twenty-first century, more and more people live alone or are isolated from extended family. Fewer and fewer people have any sort of relationship with a Pastor, Priest, Rabbi or other spiritual leader. Some people may hesitate to seek counsel or assistance from company representatives such as human resources personnel for fear that it could impact their status at work. Often people have no place to turn for help with their concerns or problems, which magnifies both.

Astute employers realize that hiring an individual involves hiring the whole person, not just the skill set of the person employed. When an employer decides to invest in the personal and emotional health of an employee and in the members of that employee's family, it provides a tremendous benefit which warrants the cost of the investment. An important side benefit of that care is a solid return on investment in terms of productivity and effectiveness on the job. When people feel valued by their employers, they respond in a positive way. The simple fact is that caring for the "whole" employee produces a myriad of benefits in the workplace, including:

- increased loyalty of employees
- better attitudes
- reduced turnover
- improved teamwork



- a safer work environment
- reduced stress
- reduced absenteeism
- increased employee focus
- a more peaceful and cooperative environment between coworkers and between employees and supervisors
- decreased theft or fraud

Success in Corporate America results from providing quality products or services to the marketplace. The strategic leadership of a given company tends to have expertise in providing that product or service, but often lacks the training or skills (or time) to effectively be the listening ear or the wise counsel that employees sometimes need. Some companies hire counselors to be part of the human resources team, but putting such a person on staff may defeat the purpose since employees are often afraid to be completely open with someone who is in a position to document their conversations in a personnel file.

Some may implement an EAP, or Employee Assistance Program. Unfortunately EAPs often have a low utilization rate because they tend to be impersonal and reactive. Thus they are ineffective in dealing with many people's problems.

Marketplace Chaplains USA exists to fill that gap, providing Corporate Chaplains to the workplaces of America. The company was started in Dallas, Texas in 1984 and was modeled after the military model of chaplaincy. Since its inception, it has spread across the nation, providing Corporate Chaplains all over America. In fact, the services have been recently extended to Mexico, Puerto Rico, England, Scotland, and Wales.

Companies partner with Marketplace Chaplains USA to send chaplains into their offices. A chaplain will typically visit an assigned workplace once or twice each week, maintaining contact and building relationship and trust with the employees. For most employees the visit consists of a greeting and a handshake. Anyone who needs to talk, however has an opportunity to so. If the conversation is apt to take time or to interfere with work, the employee and the chaplain can schedule a time, perhaps in a neutral location. Chaplains are on call, twenty-four hours per day, seven days per week in the event of an emergency or if a client employee just needs to talk to someone in the middle of the night. Chaplains also visit employees or their family members in the hospitals, in nursing homes, at a funeral home, or in jail. They are available to conduct weddings or funerals when needed. When it is appropriate, they can help direct employees to agencies, organizations, or individuals who can assist with specific needs. All of these services are provided not only to employees of client companies, but also to their family members.



As important as these things are, it is equally important to understand what chaplains will NOT do. Chaplains will not:

- Interfere with the employee work process.
- Force a conversation or a relationship with an employee.
- Report to management regarding employee work habits.
- Break confidentiality of discussions with employees.
- Promote a particular religious group or church.
- Preach or proselytize.
- Accept gifts or gratuities from employees for any service rendered.

The confidentiality is critical to the success of the program. Since the chaplain does not work for the client company, he or she really is a safe listening ear for the employees. Chaplains may advise company management if they note general trends in among the employees but the confidentiality of conversations with every single employee is always protected. If it were any other way then the arrangement would not work.

Marketplace Chaplains USA currently has over 2,300 corporate chaplains serving in over 750 cities, representing 42 of the 50 states in America, plus Puerto Rico and Mexico. The chaplains come from 80 different denominations. The demographics of the chaplain population are maintained in a manner that allows us to provide a chaplain staff that can accommodate the male/female and minority mix of the client company. Marketplace Chaplains, USA is currently privileged to serve over 350 client companies in over 1,700 locations. This represents over 520,000 employees and family members who benefit from these services.

The benefits provided by Marketplace Chaplains USA can be available to your employees and to their family members today. The benefits that come from having employees who know that you really care about them (and not just what they can do for you) is a company benefit without equal.

For more information, call 972-385-7657 or visit www.MChapUSA.com.