2021 Women in Professional Services: Erica Guillen, Outsource Consultants, Inc.

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Name: Erica Guillen, SHRM-CP

Title: Director of Human Resources

Company Name: Outsource Consultants, Inc.

What steps have you taken to ensure the continued success of your firm?
Staying informed of the latest industry insights as well as remaining compliant with our employment practices allowed us to create the benchmark of compliance and employee wellbeing in our industry. If our employees are supported, we are better positioned to excel at our service offerings.

Why should women consider a career in commercial real estate and related services?
The industry offers lots of diversity. It is interesting, niche-oriented and ever-changing. By embracing an inclusive workforce, businesses can truly innovate and we could not do that without the women in construction and commercial real estate.

Women have made significant progress in the last year towards equality in the workplace. How do you advocate for your fellow women in real estate?
I take the time to listen and understand, people want to be heard especially women. I push for the changes and use my EQ when things get tough to look at each person's motivation and what they need in the situation.

In the past year, what project, transaction or accomplishment are you most proud of?
I am most proud of how we have been able to continue serving our clients with the same level of attention while having to make the change to remote work and adapt to our new safety policies. Prioritizing employee engagement and the overall human experience allows our employees the flexibility and the tools necessary to continue the same level of service.

How have you adapted and changed in the last 12 months?
I have had to adapt to working remotely and we have had to change the way we do our talent acquisition. Utilizing collaborative technologies has been vital to achieving a human, personalized experience while remaining safe.

How do you keep your team motivated despite conflicts and obstacles?

This has been a challenge since we are not able to do our previous initiatives due to new safety policies. We strive to have a collaborative workplace where staff can share their successes. Though we are not able to continue many of our usual office traditions and holiday parties, our zoom happy hours have easily become a staff favorite!

What books or social media influencers would you recommend to other women?
“Failing Forward” by John Maxwell, “The 7 Habits of Highly Effective People” by Stephen Covey, and “How to Win Friends & Influence People” by Dale Carnegie.