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Introduction

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TABLE OF CONTENTS

Article	Page
INTRODUCTION	
Employee Services Moving Forward by Giving Back1 Randy Schools Invited Manuscript	
Mel Byers: Historical Concepts3 Editorial Staff Editorial Review	
Uncertain Times: Emotional/Social Intelligence and Relational Leadership Practices: A Conceptual Framework11 Bryan Cavins Invited Manuscript	
Reflections: Work Place Services32 David Groves Refereed Manuscript	
From Rote to Remote: Working During a Pandemic.....66 Derek Manns Invited Manuscript	
Employee Services: Theoretical Positions.....76 Editorial Staff Editorial Review	
POSTSCRIPT	

DEDICATION

This issue is dedicated to Randy Schools. This is not to acknowledge all of his previous accomplishments, which are many. It is simply to recognize, without his efforts, the historical materials of the Employee Service National Organization would have been lost. With his assistance and foresight, they have been saved on the open access platform, archive.com for future researchers. He wrote the Introduction to this issue and this provides perspective about the field of employee services. He envisions a bright future and is helping to develop a framework to reestablish workplace services to its rightful position.

PERSPECTIVE

Carylann, A., Dale, T., Prather, C., and Pantuso, P. 2020 Association Heads Confront an Unprecedented Crisis, Group Travel Leader, Vol. 30 (7), p21-25.

https://www.travelmole.com/mobi_news_feature.php?news_id=2043420

https://www.travelmole.com/news_feature.php?news_id=2043808

https://www.travelmole.com/news_feature.php?news_id=2043973

https://www.travelmole.com/news_feature.php?news_id=2044232

The COVID 19 Virus has had a devastating impact on the world. Different countries have used diverse policies and procedures to fight this virus. Some procedures have been more effective than others. There has been a great struggle for use of physical tools, treatments, and now a vaccine.

The focus of this statement is not to re-account the history of this virus. It is to emphasize that the tourism industry has suffered the most. There have been closings and a tremendous loss of jobs in all sectors. Some have prospered because they have purchased companies that become insolvent and have put management teams in place to sustain the business until the travel economy has returned. The government has provided, in many cases, financial assistance, but this has not been enough and the professional associations have tried to design different programs to deal with change in the tourism business. The government and associations have had an impact, but there is little that these entities could do because the demand has been so reduced. There have been anxieties about safety as well as, the governments concerned about the spreading of the virus through travel. An interesting part of this dilemma has been neighbors helping neighbors. Projects, such as Bar Stool, have had a significant impact. This type of movement has extended through many of the communities where there has been collaboration and cooperation to fulfill individual, as well as business needs.

Stories are often told about the impact that the virus has had on the tourism industry. Many of the untold stories are about individuals who were employed and have had to struggle to make ends meet. These impacts have gone unreported. Professionals have left the industry and other individuals are waiting for the travel business to restart. There is little doubt the travel business will resume, but it will be a new norm. The travel business will have to find its way, in the new norm, to provide services for the traveler and ways to increase demand. An interesting part of this story is that some industries such as Amazon, companies that make masks, etc., have prospered. Another interesting part of the story that is not told is how mainline tourism businesses have adapted to survive and, even in some cases, prospered. When one visits some of the businesses, there is nothing but negativity and defeatism and at another location, there is a positive attitude and changes are made immediately to maintain the business and, in some cases, even increase their market share.

The Editorial Board was contacted with the possibility of doing a special issue on the virus. There were many comments and the one comment that was very insightful was pointing out that the primary issue that needed to be explored was how certain individuals creatively adapted their business. In a future issue, this topic will be explored to illustrate the importance of creativity, adapting to change, and having a positive attitude. They view their business in a larger context and how to do business in these environments.

THEME: WORK PLACE SERVICES

This issue of Visions is on the topic of employee services. The national organization of employee services has ceased operation. Visions has taken the responsibility of ensuring that the materials from the organization have been saved on archive.com for future research. As part of this responsibility, we are interested in moving the profession forward, but are not sure what form this endeavor will take.

The Journal is working with members of the national organization to explore the future and develop a perspective that may have been lost. It is evident, when going through the historic materials, the basic concepts are still applicable today, but the primary question is what form it will take. This does not suggest that the concept of employee services does not currently exist in organizations. There needs to be a fresh approach to the profession while reviewing and remembering the important concepts of the past that have been successful.

There are six articles in this issue. The first is an Introduction by Randy Schools. This will provide a comprehensive overview from an individual who has many years' experience and has been very dedicated to the profession.

The next article is an adaptation of materials that was presented in Volume 3 issue 3, by Mel Byers. Mel was involved with the early development of the concept of employee services. The information was an extensive interview with him about the status of employee services. An editor of the Journal has reviewed the materials and presented some of the important issues of his era and ones that may have potential application to the present and in the future. He was like Randy Schools, a visionary.

The next three articles are a research perspective on the present and future development of the profession. Research analyses by the three authors have been completed and have a focus upon emotional intelligence to illustrate a prospective on the profession. The third article is by Dr. Byran Cavins, a specialist in emotional intelligence and organizational development. This is a manuscript that introduces the concept and explores some of the important issues of emotional intelligence. The next article is by Dr. David Groves, and is a stream of conscience approach to examining the various aspects of employee services, past, present, and future. The fifth article is by Dr. Derrick Manns. His approach is scrutinizing current impacts of the coronavirus and potential application to a new future created by this environment. The primary focus of the last three articles is the issue of success, especially in terms of those who have adapted their operation. The important issue is not from a macro view, but from a micro perspective of the individual working within the framework to sustain their business. We are interested in interaction on this topic and look forward to more issues on employee services.

The sixth article is a segment from a reprint that appeared in Visions by Doctors Groves and Manns. This is a reflection upon basic concepts and the relationships involving the individual and the organization. The constructs identified provide a basis for understanding the previous articles from a theoretical viewpoint. It raises the question of relationships and provides a

contingency perspective. It suggests that individuals in the new eras will need an ability to have a number of skill sets in their repertoire based upon different theories. Visions is interested in interaction on the topics presented and looks forward to more issues to revitalize the profession.