Don’t always be ‘the boss’ when speaking to employees

Being always the boss when speaking to your employees seem intimidating to some of them. They may react negatively to an authoritative style and be reluctant to commit to anything definite—or they may simply refuse to answer at all. Try a less demanding approach like using the word “help” or “assistance” as these words shares power with the other person.

Source: http://www.managebetter.biz/

Make your narrative powerful

The importance of narratives in our presentation is great but sometimes our stories don’t go deep enough which undercut the power of this device, writes Brad Phillips, President of Phillips Media Relations. Presenters frequently add an anecdote into their talks, but too often they only drop from the top to the middle of the ladder, never quite reaching the bottom rung, where the rich detail and emotion live. In order to succeed with narrative, step all the way down the ladder, he adds.

Source: http://www.ragan.com/

Be an effective leader

Being a leader is not as easy as we perceived. It takes a lot of wisdom and astuteness to become a good leader. Paul White in his article “Not Everyone Appreciates Your Type of Appreciation,” writes that one of the lessons that aspiring leaders and those who want to continue to develop their leadership abilities must learn is: to be an effective leader, you have to learn how to lead those who are similar to you in personality, perspective or ability; and this, in turn, limits what you can accomplish.

Source: http://www.appreciationatwork.com/

Keeping your best employees

One of the reasons why employees leave their jobs is that they feel disrespected and undervalued, says, Jacqueline Whitmore, founder of The Protocol School of Palm Beach. Regardless of how much people love their jobs, they are more than likely to quit if they feel underappreciated. They will feel more valuable if you recognize their efforts. Even if you don’t have a huge payroll budget, try offering employee recognition luncheons or bonding activities such as softball or soccer games and lunch-and-learn sessions, she adds.

Source: http://www.managebetter.biz/
Adopt some rules for open workplace etiquette

An "open" workplace laid out in freestanding working stations or cubicles instead of enclosed offices allows for more collaboration and greater teamwork, but chances are it'll also be full of more noise—and stress. You can offset the negatives with a basic code of etiquette. Here are some items you may want to include:

- **Conversations.** Be aware of where you are and how loud you are. Avoid distracting co-workers with conversations about intimate personal topics, lengthy discussions, and impromptu meetings near others' cubes. Instead of shouting back and forth or blocking the traffic flow, go to a meeting room.
- **Telephones.** Set ringer tones on low. Use headsets with microphones rather than speakerphones. Here, too, avoid personal topics if you can be overheard. And don't hover near a cube while its occupant is on the phone.
- **Music.** When you listen to music, use headphones or ear buds.
- **Privacy.** In most cubicles, two people make a crowd, so ask a co-worker's permission before entering. Similarly, don't overestimate the degree of privacy a cube can provide for combing hair, clipping nails, etc.
- **Eating.** If you eat at your desk, choose foods that aren't noisy or odorous. Clean up plates and utensils promptly, discarding trash in the kitchen or break room.
- **Decoration.** Choose personal items and pictures that won't offend others in terms of race, gender, religion, etc.
- **Appearance.** Clean up your work area regularly, especially on days when customer visits are likely.

Source: [http://www.managesetter.biz/](http://www.managesetter.biz/)

Combine delegation with professional development

Delegation has two obligations: Explaining the task so it can be accurately completed, and creating an opportunity for employees to develop new skills. Pay attention to these employee needs when you delegate:

- **Limit expectations.** Most employees want to please their bosses. If you ask them to take some of your phone calls, for example, they may guarantee they can handle as many calls as you do during the day. Set realistic limits so they don't get overwhelmed.
- **Clarify standards.** Remember that many tasks can be accomplished in more than one way—and yours may not be the best process for your employee to start with. Instead, identify the basic procedures and standards that must be followed (i.e., the time frame for returning customer calls). Then solicit the employee's own ideas on doing the task. Discuss and help them refine their insights. You'll combine direction with a chance to develop an approach he or she is comfortable with.
- **Correct with care.** Employees are going to make mistakes. Be prepared to cut them some slack. The key thing to watch for is an employee making the same mistakes repeatedly. If that happens, quickly step in and find the cause.

Source: [http://www.managesetter.biz/](http://www.managesetter.biz/)