

Don't always be 'the boss' when speaking to employees



Being always the boss when speaking to your employees seem intimidating

tively 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/>

to some of them. They may react nega-

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 individuals who are different than you. If you don't, you will only be able to gather and

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.

Leaders who listen control the conversation



Leaders who know how to listen are rare, writes Marlene Chism, consultant and international speaker. Learning to listen takes practice and

patience, but in the end leaders who know how to listen are miles ahead of others no matter what their education, IQ, or position. There's no better way to lead than to listen. A leader who listens controls the conversation, and has the power to build bridges instead of barriers. Leaders who understand how to listen aren't triggered into angry debates or caught off guard by someone else's agenda. The one with clarity always navigates the ship. The one who listens navigates through conscious decision-making and critical thinking rather than getting blown away by the winds of emotion, adds Chism.

Source: [SmartBrief, http://smartbrief.com/](http://smartbrief.com/)

Show your younger employees you CARE

Today's new employees may seem to be getting younger and younger, but they're not so different from their older peers. To get through to



remember, remember the acronym CARE: **Communication**-Share as much as you can about the job, your organization, and your industry. This builds trust and helps workers do their jobs better. **Advancement**-Tell them how they can get promoted, and how quickly they can reasonably expect to advance. **Respect**- Listen to their ideas and opinions to show you value them as team members. **Expectations**- Explain requirements of the job clearly so employees know what to do and why.

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

Adopt some rules for open workplace etiquette



An “open” workplace laid out in freestanding workstations 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.managebetter.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:



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.

- **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

- **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.managebetter.biz/>

Four ways to respond when someone objects to what you’ve said



There are four ways to handle public criticism as a speaker: Avoid it, pivot, deny it, or own it. Each has its uses.

1. AVOID IT.

Avoiding it means refusing to

confirm or deny your own words or actions. We’ve all heard people say, “No comment” or “I plead the Fifth” when confronted with unpleasant allegations. This approach makes sense when there are legal concerns involved, but experts generally caution against avoidance. The reason is simple: If you don’t tell your side of the story, people are free to make up their own story about you, and it usually isn’t a good one. They assume you’re hiding something.

2. PIVOT. Pivoting means switching the subject to one we’re more comfortable with. Politicians and pundits do this all the time, usually so they can deliver talking points they’ve planned and rehearsed. There are advantages to pivoting. It helps speakers coordinate messaging, maintaining “discipline.” It also runs down the clock on hostile interviewers and helps control the agenda. Sometimes it reduces gaffes and unfortunate soundbites. The main drawback to this kind of subject-related pivot, though, is that alert listeners may think we’re skirting the issue—and assume we have an unspoken reason to.

3. DENY IT. Denial is just what it sounds like: “I didn’t do what they say.” If you’ve really done nothing wrong, then go ahead and deny the accusations. If you can muster some righteous indignation, all the better.

4. OWN IT. Owning it means taking responsibility for our words and deeds, whether right or wrong. Strong emotion shows that you care, that you’re willing to stake your reputation on what you’re saying. If you’ve done something wrong, that means saying you’re sorry. Audiences often interpret an apology as a sign of goodwill. It shows you care enough about them to admit the harm you’ve caused. And it’s often the only way to put things to rest.

Source: <http://www.fastcompany.com/>

Leaders become great, not because of their power, but because of their ability to empower others.

—John Maxwell

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