It pays to be grateful

Leaders should have time to express their gratitude to their organizations, their team, and to their communities, writes Paul Larsen, MA, CPPC, a certified professional performance coach and an experienced leadership consultant and speaker. Say a genuine “thank-you” to your peers, your clients, your team members, your managers, your vendors, and to your stakeholders. It takes such a short amount of time to say “thanks,” so make that a part of your “Spotless Seconds” and help move the gratitude needle forward, second-by-second. Adds Larsen.

Source: http://smartbrief.com/

Personal touch still matters

The personal touch of a real human being still matters when it comes to customer service engagement, but with the dawn of technology, more and more companies are employing virtual machine to take charge of the customer service work in their businesses. Something is clearly gained by interfacing virtually, but the switchover also brings the risk of losing something writes, Knowledge @ Wharton, an online business analysis journal of the Wharton School of the University of Pennsylvania.

And while channeling customers through social media may be efficient, it comes with the potential for loosening the customer-company bond. Customer service encounters through social media don’t always leave customers feeling great confidence. We have a human side, and there is going to be a counter-punch by companies who choose to focus on connecting with customers in a more human way, it adds.

Source: BusinessWorld

Post questions that lead to ideas

Want to encourage employees to make suggestions that will streamline processes or make your organization a better environment? Hang some posters around your workplace. At one organization, posters pose thought-provoking questions such as “What made you mad today?” and “What took too long?” Switch posters often before they grow too stale and get ignored or forgotten. Such an approach advertises the fact that you are always soliciting suggestions, and it spurs employees—and you—to challenge the status quo.

Source: manageBetter.biz, https://www.managebetter.biz

"Never give an order that can't be obeyed."

—General Douglas MacArthur

Develop a transparent company culture

Companies should develop a culture that is transparent, where employees are free to speak up honestly about problematic actions without the fear of being punished. “If employees feel they can speak up, it not only makes for a healthier workplace, it also eradicates problems before they become big and public,” says University of Michigan business professor Cindy Schipani.

Source: Association Now

When interviewing for a job, don’t stick to a script

It’s important to prepare for job interviews, including thinking about how you’ll answer certain questions. But you don’t want to just stick to your talking points. If you answer too quickly and your response is too smooth, you risk looking like you’re delivering a rehearsed answer, rather than engaging in a genuine conversation. So after the interviewer asks a question, pause — even if you’ve practiced a response. Listen for and reuse a few key words from the interviewer’s question to signal that you’re building on what the interviewer said. This will make the conversation flow more organically. You could also say something like, “Let me tell you what’s not on my résumé.” This will get your interviewer’s attention and steer them away from mindlessly looking at your application.

How to tell your boss you disagree

It’s normal to shy away from disagreeing with your boss. You may think that doing so will make your manager perceive you negatively or trigger a defensive reaction. But most managers report that they don’t hear enough alternative points of view. To disagree constructively, try these things:

☞ Provide suggestions that your manager can act on, not just objections. Instead of pointing out that a system is faulty, say, “How about we contact others in the industry who have used this system to see if they’re having the same problems?”

☞ Avoid ‘hot button’ language. For example, if your boss always recoils when someone describes an approach as a ‘best practice’ or ‘the next big thing,’ find another way to express yourself.


Would you like me to draw up a list of people to call and schedule some time with them?

☞ Offer a range of options. Binary choices (‘Your way or my way’) are likely to meet resistance. Suggesting a few possibilities signals your flexibility and invites your manager to respond in kind.

Use incentives effectively

Employers use incentives to promote a particular behavior or performance that they believe is necessary for the organization’s success. For example, a software company provides employee lunches to promote teamwork across departments and functional areas.

They also use the lunches to provide necessary information to employees or for employees to present to their coworkers on hobbies and interests – all of which contribute to staff members knowing each other better. They are used for reasons such as to:

- Increase productivity
- Retain employees
- Attract and recruit great employees
- Reward high achievers
- Thank employees for reaching and exceeding goals
- Encourage teamwork

Source: https://www.thebalance.com/what-are-incentives-at-work-1917994

How to make a great first impression

Whether you’re interviewing for a job or making a sales call with a new client, first impressions matter. Your relationships and interactions will be a lot easier if you start off strong. Here’s how to do it:

- Do your homework. Know who you’re talking to, what she cares about, and the problem she’s trying to solve. Prepare relevant talking points before the meeting.
- Exude confidence. It’s normal to be nervous, but you don’t want your anxiety to show. Your body language should be confident and comfortable. Take long strides. Sit up straight. Walk with your chest held high.
- Engage and be engaging. Draw out the other person. Listen to what she’s saying. Ask thoughtful follow-up questions. The better you make her feel, the more she’s inclined to have a positive impression of you.
- Follow up. To ensure your first impression sticks, write the person a thank you note or send an article related to the conversation you had.


Improve your atmosphere with some greenery

The décor of your workplace can have a big impact on your employees’ motivation. A dull, colorless office can bring in bright colors and some plants. Experts say that plants help keep the air fresh as well as add some variety to workers’ environment. Try to have at least one plant for every three employees, and they’ll feel more positive and energized as they do their work.

Source: manageBetter.biz, Insider

Shut down workplace gossip with a simple short statement

Dealing with workplace gossip is a tough challenge, not only for the person being gossiped about but also for the person who is being gossiped to. How can you tactfully decline to participate? Try saying something like, “Sorry, but I’m just not comfortable talking about Jessica when she’s not here.” You’ll send the message that gossip isn’t appropriate without causing hostility or starting an argument.


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