Bringing out the best in others

If you think your most important job as a leader is to write mission statements, set goals, or even increase revenue, you’re focusing on the wrong metrics. Your most significant role doesn’t involve your results;

*They focus on the person’s strengths.* Good leaders identify the strengths of individual team members and give employees opportunities to use them, says Wellins. “They cultivate and optimize others’ talents and capabilities,” he says.

*They emphasize.* Leaders who bring out the best in others listen to what team members are saying and put themselves in their shoes, says Wellins. When dealing with an emotional situation, listening and responding with empathy can immediately reduce tension, and until things calm down, nothing productive can occur. Empathy will drive better performance; this is a huge motivator,” says Wellins.

*They give recognition.* People who bring out the best in others also reward and recognize good work. Leaders often worry that praise will seem unprofessional or that employees will become complacent or overconfident. “It isn’t and they won’t,” says Wellins. “It’s about making a person feel good about themselves even when they feel challenged or are in tough times…”

*They connect the right people.* Liz Wiseman, author of Rookie Smarts: Why Learning Beats Knowing in the New Game of Work, calls leaders who bring out the best in others “multipliers.” She says multipliers look for talent everywhere and focus on finding people, at whatever level, who know the things they don’t.

*They don’t micromanage.* Bringing out the best in others means delegating. “Good managers are careful to not micromanage,” says Wellins. “Their job is to assign or direct general goals in work that needs to be done but they should never do it for the person.”

*They create safe environments.* People who bring out the best in others give people permission to think, speak, and act with reason, says Wiseman.

Source: by Stephanie Vozza

Keeping your virtual team feeling connected

Leading a virtual team can be a blessing and a challenge; it’s great to work with talent from all over the globe, unlimited by physical distance, able to communicate instantaneously. It can be difficult, though, to keep remote team members feeling like a team. When there’s no face-to-face time, building cohesiveness and unity can be a challenge. Here are five ways to keep your virtual team feeling connected.

1. **Set up a virtual water cooler.** When there’s no physical hallway to meet in, you’ve got to provide a virtual counterpart: the digital water cooler where team members can hang out, chat, and casually interact for no particular reason. Instant messaging is probably the simplest way to go; set one up for your whole team and encourage team members to leave it open during their work times, chat with co-workers, and build connections.

2. **Carry the introductions.**

   When a new team member comes on board, make sure you do the intro right. Giving a bio for the newest and a bit of introduction for each current member gives everyone an easy way to start conversations.

3. **Hold regular meetings.** Virtual teams can benefit from regularly required interaction, but

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Building trust with the people in your workplace

Building and maintaining trust with employees, co-workers, customers, and your own boss often depends on your ability to communicate effectively. Remember this advice to create a solid relationship with the people around you at work:

- **Listen more than you speak.** Keep your mouth shut so the other person can express his or her thoughts without interruption. This tells people that you take them and their opinions seriously.

- **Show your interest.** Ask the other person to elaborate. Nod in agreement when appropriate. Restate what you hear to confirm that you understand what you’re being told. Show that you’re paying attention.

- **State your intentions clearly.** One tip: Ask for what you want instead of what you don’t want. For instance, trial lawyers are trained to tell their clients, “Be calm on the witness stand,” rather than “Don’t look scared when you’re on the stand.” Similarly, tell employees, “Work on being more accurate,” rather than, “Don’t make so many mistakes.” This tells people exactly what you expect.

- **Ask, don’t demand.** When people are included in a decision, they’re more likely to respond positively. Instead of telling them what to do, try making a request: “Could you do that by Thursday?”

- **Be honest.** If you don’t know something, say so. Promise you’ll find the answer within a certain period of time, and then do it. People want to know that you’ll stick to your words.

Source: http://www.managebetter.biz/
Limiting stress to reduce early turnover in new hires

The first few days of any new job are stressful as employees struggle to learn new tasks and routines. For the first two weeks after an employee begins work, designate a co-worker or manager to spend at least 10-20 hours working alongside or close to the new person to answer questions and help keep the new worker’s stress level down. The attention will pay off in quicker learning, better performance, and lower turnover.

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

Identifying your prospect’s personal ‘hot buttons’

Your prospect’s hot buttons are the key business issues, challenges and needs your prospect is facing, writes Richard Woodward, www.richardwoodward.com.au. Besides desk research, a great way to identify these is to experience their brand, product or service first hand. Develop knowledge about the people you are going to approach and identify their personal hot buttons. Research their role at work, their experience and interests. For example, if you know that your prospect’s background and role is in human resources, it may help when you approach them to emphasize the people or human benefit of your opportunity. Similarly, if your prospect’s background is in finance, emphasize the financial benefit.

Source: www.richardwoodward.com.au

Don’t schedule meetings around employees’ productivity time

Employees will resent having to attend meetings if you schedule only for your convenience, not theirs. Make meetings easier on your team by making sure you don’t schedule them during their peak productivity times, or on Friday afternoons when they’re thinking about the upcoming weekend, or on Monday mornings (or the morning after a holiday) when they’re trying to regroup after their downtime. The best time to meet? Midmorning or early afternoon.

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

Dispelling assumptions to build trust in your team

When working to build trust, one of the mightiest forces you have to fight are hidden assumptions, writes Dmitry Davydov, https://www.bitrix24.com. Your team members want to know what’s expected of them, adds Davydov. If you don’t clarify expectations, responsibilities, and a team vision, assumptions can drive misunderstanding, frustration, and resentment. The best way to dispel assumptions is to communicate clearly and often. Make sure everyone on the team knows the goals, priorities, and team purpose or vision. Talk about preferred methods for achieving goals. Discuss, define, and assign clear project roles and ongoing responsibilities. Set both long-term and short-term goals. And answer questions fully and honestly, he adds.

Source: https://www.bitrix24.com

Building rapport to make more sales

Honest conversations build rapport and trust. They can also help you to understand what your customers really need and which obstacles keep them up at night. When you can pinpoint their projects and their problems, you can start introducing the best solutions.

Source: http://uncommonbusiness.blogspot.com/

Avoiding losing human talent

There are times that workers may feel devalued and unrecognized and there are many reasons for such. These reasons include inequality of pay for similar work, not being acknowledged for a job well done, being treated with disrespect, having their differences regarded as negative rather than prized, not receiving the right resources, and having to work in an unacceptable physical work environment are a few. When such a situation happens, expect untrained talent to leave your company looking for a company that will value them.

Source: Dmitry Davydov, October 2015

“One of the most leadership lessons is realizing you are not the most important or the most intelligent person in the room at all times.”

--Mario Batali

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