Bosses should stay away from (some) meetings

Rather than focusing on what to include at your next team meeting, think about what to exclude: yourself. Employees may be hesitant to freely express themselves when you’re in the same room with them. You might get good results by setting up an occasional boss-free meeting so workers can talk among themselves, brainstorm ideas, or even complain about the organization. They’ll know you trust them, and the information they choose to share will help you do a better job of motivating them and improving your organization.

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

Modeling good behavior

Even when all seems lost, there is value in demonstrating the behavior you would wish to see, even if you are not in a position of direct influence, writes Joel Garfinkle in his article, “Surviving a Toxic Work Environment”. Communicate clearly and frequently, share ideas, congratulate others on good ideas and meet your deadlines. You will feel better for owning your own actions, and may even see your good behavior reflected back from others, he adds.

Source: http://smartblogs.com/

Set clear standards for response times

You want employees to respond quickly to customer calls and e-mails, but how quick is “quickly”? Set a clear standard for your workforce. It can range from asking employees to check their e-mails and phone messages every two hours to requiring them to respond to important contacts within 24 hours. Setting a standard is valuable in helping employees plan their time so they get everything done. Response time is also a valuable statistic for measuring department efficiency, and setting a standard is a necessary first step.

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

Deliver employee recognition right away

Recognition is crucial to motivation. Praising good work reinforces the behavior that produces it, and employees notice when you pay attention to their successes. Your organization may hold a formal awards dinner once a year, but that’s no reason to wait when you see an employee doing something good. Give praise—and rewards, if appropriate—right away to underline the value of employees’ work.

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

Learn to say ‘no’ to the good so you can say ‘yes’ to the best.

--John C. Maxwell

Great coaches help people believe in themselves

Coaching improves individual’s performance, targets and goals. In his article “The Great Coach I Ever Had”, Allen Web says that a great coach can help us understand our wiggle room a little better, set the bar higher, and quietly plant seeds of self-confidence.


Encouraging recognition across the board

You don’t have to be the only person praising good work. When an employee succeeds, ask who helped out. Set up a system for employees to recognize their co-workers for their work.

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

Learn to appreciate other people’s viewpoints

Some leaders promote the idea of being “aligned” to a degree where anyone disagreeing is cut out of their lives, which is a dangerous narrowing of horizons, writes Jane Perdue. Leaders should try to cultivate a kind of graceful resilience that allows them to appreciate the value of other people’s viewpoints, Perdue argues.

Source: SmartBrief on Leadership
 motivational part-timers to succeed

Part-time employees may have many of the same strengths and expectations of full-timers, they also bring some special issues to your workplace. Here’s how to manage and motivate them effectively:

• Treat them like interns. Like everyone else, good part-timers want to learn as much as possible about the job and the organization. Take the time to teach them the same skills you’d train a full-time employee in.

• Give them the facts. Because part-timers aren’t around as much, managers sometimes forget to fill them in on the details of what’s happening. Make sure to keep them up to date on what’s new and what’s coming up.

• Be a mentor. Use your knowledge to help part-timers be acting as a mentor. You may be able to provide valuable career advice, and you’ll build loyalty and respect.

• Expect the same level of quality. Your customers expect the same service and quality from a part-timer as they would from a full-time employee. Emphasize the need to do a good job and help customers no matter how many hours a week an employee puts in.

• Put more effort into recognition. You have fewer opportunities to praise part-timers and give them feedback, so make the most of every opportunity. Give as many honest compliments as you can to foster good morale and productivity.

• Include them. Schedule events like office parties or luncheons so your part-timers can participate. Don’t let them feel left out of the full-time “in crowd.”

• Find challenges. Don’t just dump the unwanted work on your part-timers. Give them interesting assignments as often as you can.

Source: www.managebetter.biz

5 tips to create a culture of learning

Here are five tips you can use to create a culture of learning:

Establish clear links between learning and performance. Employees need to understand that an ongoing desire to learn is highly valued and that a capacity to engage in learning long-term is an essential part of their continued improved performance at work. Integrating learning into daily operations is the key — this ensures that learning isn’t just a one-off event but rather a core part of the culture.

Make sure that what employees learn is applied on the job. Once links between learning, performance and outcomes are established, managers can support the learning being applied on the job by following up regularly on what the employee is applying, doing differently, etc. To make sure new knowledge results in behavioral changes and better employee results, managers will require coaching tools to help them work with employees to achieve desired outcomes.

Make learning a strategic initiative rather than an administrative task. To function as a tool that heightens employee engagement and increases productivity, learning has to take its rightful place as a core strategic initiative. Communicate what learning and skills are required to support the company’s strategy, and tie all learning opportunities to those goals.

Identify subject-matter experts. Another way to deliver learning opportunities to employees is to harness the skills and knowledge of subject matter experts and implement knowledge-sharing programs across the organization. With this approach, you can easily link learning activities with core competencies and measure program impact.

Make employees more accountable for their own learning path. Employees today see their relationship with employers in less paternalistic terms than previous generations. They expect access to learning opportunities as a partner in the relationship, but a partnership is a two-way street. So it’s perfectly fair to require that what employees learn is tied to their performance.

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Source: By Dominique Jones, http://humanresources.about.com/

“I suppose leadership at one time meant muscles; but today it means getting along with people”

—Mahatma Ghandi

Stopping a conversation meltdown

Conversational disasters are more reversible than they feel. Here are six things that can halt, and sometimes reverse, a conversation meltdown:

• Own your part. Take responsibility for your actions, as in, “I’m getting loud and aggressive. I’m sorry. I don’t want this to be a competition.”

• Offer safety. Say something like, “I am committed to making this work for both of us.”

• Point out the default future. Say, “I don’t like where this is going. I’m guessing you don’t either. Can we try a different tack?”

• Talk about rules. Say, “Can we take a timeout? Perhaps we could discuss some ground rules for this negotiation?”

• Change the pace. A fast-moving conversation reinforces feelings of panic or threat. Slow it down.

• Refocus on agreement. Say, “Can I pause for a moment and point out what we both agree on?” Then enumerate common interests, beliefs, or histories.


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