

Presenting to attract more business



A common problem with presentations is that people think that the written proposal or PowerPoint is the presentation, when in

fact YOU are the presentation, says Richard Woodward. The proposal or PowerPoint is a visual aid, an aid to your presentation, helping to reinforce visually what you are communicating verbally. Two people can deliver the same presentation (visual aid) and get completely different levels of buy in based on their ability to communicate verbally and non-verbally. To ensure audience buy in, focus on your verbal and non-verbal communication as much as your visual aids, he adds.

Source: <http://www.richardwoodward.com.au/>

Write better emails with this model



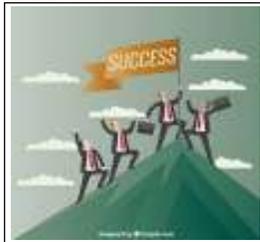
When you write emails to employees, use the M.A.D.E. model to make sure you get your message across: **M: Message.** What is the key point

you are trying to communicate? **A: Action.** What action are you planning on taking, or what action do you want the memo reader to take? **D: Details.** Who, what, when, why, how, and so on. Include only those details that are absolutely necessary. **E: Evidence.** Include any anecdotal evidence or attachments that make the message more clear, or the action easier to take.

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

Spur project success with the three C's

Trying to build enthusiasm for a project? Focus on these three C's: **contribution** - explain how the project supports departmental and organizational missions. Show workers that they're contributing to the greater good; **choice** - give workers the freedom and support to make their own decisions



about their product on this project. Empower them to take ownership; and **collaboration** - encourage team effort by making the group responsible for the success or failure of the project.

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

Create an ad hoc leadership circle to generate new ideas

When leaders need innovative ideas to grow their company, they often turn to their direct reports for guidance. But this group, by design, represents the current operating units and functions which often have a status quo to defend. So when you need creative thinking, try forming a leadership circle, a diverse, ad hoc team of 15 to 18 people from throughout the company who can work together for about six months. The circle should focus on the future, not the past, and healthy debate should be encouraged. Within the circle, each member should hold equal status and should not feel that he or she is being asked to

represent the point of view of accounting, sales, shipping, or whatever their home department is. Most important, whatever ideas come out of a leadership circle should be handled in the same way they were generated: they should be rigorously and systematically discussed, debated, and explored.



Source: *The Management Tip of the Day*, Harvard Business Review

What to do when you inherit an organization

Joining an established organization as an executive requires understanding the corporate structure, who



reports to whom, and which incumbent leaders you wish to keep around, Ajit Kambil of Deloitte writes. In most cases, the first year should be used to evaluate the situation and make personnel and structural changes as needed.

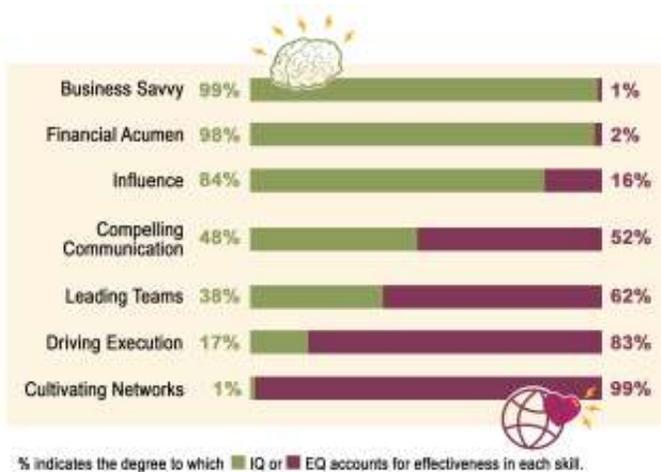
Source: *SmartBrief on Leadership*

Don't find fault, find a remedy.

--Henry Ford

<http://www.brainyquote.com>

What type of leader are you?



faster, and make better decisions, generating better outcomes. Intelligence beats social skill. If you're smart you can lead, and all the aplomb in the world won't produce better business judgments. Be bright, or go home.

The EQ team. Socially savvy and diplomatic, this style emphasizes relationship capital

There's an age-old grudge match to prove the most important ingredient for great leadership. One side fights for intelligence and brains (IQ). The other for social savvy and people skills (EQ).

The IQ team. Steely-eyed and focused, this leadership style emphasizes cognitive ability or intelligence. Success comes from brain power, not people skills. Decades of research suggests that smarter leaders have more success. They process information

over intellectual horsepower. Emotional Intelligence (EQ) proponents like Daniel Goleman and Adele Lynn have made compelling arguments that mastering emotions, both yours and others', rules. They point to the common tales of leaders whose brilliance was proclaimed only shortly before crashing and burning due to the lack of empathy and social expertness to work with others. A smart mind, the blue corner contends, will get you nowhere without the EQ to apply it.

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

Take control of interruptions so they don't control you

Interruptions are a fact of life for any manager, but you don't have to let them disrupt your day. Take control of your time with these tactics for limiting and responding to interruptions from your employees, co-workers, and customers:

➡ **Be prepared mentally.** Accept that you're going to be interrupted from time to time. If your mind is ready for interruptions, you'll be better able to respond calmly when they come.

➡ **Build in extra time.** Schedule more time for tasks than you think you'll need. This gives you some flexibility when unexpected questions and tasks interfere.

➡ **Communicate with your team.** Let employees know when they

should wait and what questions require immediate attention. Tell them when you're working on something important and should be interrupted only in an emergency.



➡ **Postpone your response.** If the matter can wait, ask people to come back later when you have more time to deal with the problem.

➡ **Delegate the decision or action.** Empower employees to solve problems on their own if they're qualified to do so or if the situation doesn't really call for a manager's authority or expertise. This frees up your time and helps employees learn to handle responsibility.

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

TESTIMONIALS

"We thank you for the Memogenda. In fact we've been receiving it without fail and have found it to be of great use to us."
—Husain Dawoed, Vice President/Head, Entrepreneur Development and Research (CEDAR)

"Thanks for sharing the Memogenda. It contains very good articles. It's very interesting."
—Farhat Karim Hashmi, Zarai Taraqiati Bank Limited

"Apologies for failing to acknowledge previously emailed publications. May I reiterate that I find the ADFIAP e-publications very informative and helpful, and that I appreciate receiving these. Many thanks."
—Ma. Ana Consuelo C Tanseco, Development Bank of the Philippines

"Thank you for the interesting Memogenda. As I discussed to you on the phone, I want to share with my staff and supervisors specific topics from this publication that may be helpful to them."
—Lina Vinuya, Pag-IBIG Fund

"Thank you again for the Memogenda; it's useful to us."
—Eligius Samuel, Head Corporate Services Sabah Credit Corporation

Get to the root cause of your burnout

If you're feeling exhausted, overwhelmed, and even depressed at work, you may be burned out. The first step to remedying the situation is to understand what's causing it. Try tracking how you spend your time for a week, either on paper, in a spreadsheet, or in one of the many apps now available for tracking your time. For each block of time, write down what you're doing, whom you're with, and how you feel on a scale of 1 to 10, where 1 means angry or depressed and 10 means joyful or energized. This will give you a sense of which activities and people are diminishing your energy, so that you can start limiting your exposure to them. The goal is to decrease time spent on tasks, people, and situations that drain you and to increase time on those that replenish you. As much as possible, try to jettison low-value and high-frustration activities. If you find that there are certain relationships that are especially draining, interact with those people as little as possible.

Source: *The Management Tip of the Day*, Harvard Business Review

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