

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/>

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](#)

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.



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](#)

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.

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.

Source: [Management Tip of the Day, Harvard Business Review](#)

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](http://managebetter.biz), <https://www.managebetter.biz>

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

--General Douglas MacArthur

