

The RightStaff Review

The right choice for your staffing needs



Turn Negative Into Positive Action

"**Learned optimism**" — the ability to interpret negative events in positive terms can boost your productivity.

To give yourself a mental edge:

- **Devise three solutions** to any problem. By forcing yourself to identify a trio of options, you leave less time for anxiety. You'll also gain momentum by seeking more creative solutions.
- **Reframe upsetting situations.** That's better than allowing your mood to deteriorate. *Example:* Replace thoughts of "That customer was so rude" with "That person must really be having a bad day."
- **Embrace each challenge** on its own terms. Don't assume problems are here to stay or that negative, unbreakable patterns must block your success.

Source: *Communication Briefings*, as adapted from *Shape*, Weider Publications.

Inside This Issue

Turn Negative Into Positive Action

Top 10 Ways To Empower Your Employees

One Minute Ideas

Effective Management

All articles, quotes, and material in this newsletter are copyrighted. © 2004. No part can be reproduced in any form without specific written consent from copyright holder(s). All rights reserved worldwide. SA2004

The Top 10 Ways To Empower Your Employees

The word empower is often over-used. Many employers talk about empowering their employees but often employees feel disempowered. Here's a list of the top 10 things you can do that will really empower your employees, according to employees, not employers!

1. Allow employees to actively participate in team and company goals.

Look for every opportunity to include employees at every level of the organization, in being active participants. Employees often report getting one-way directives instead.

2. Allow employees to suggest better ways of getting their jobs done.

Ask for employee suggestions for other ways of getting the task or project accomplished. Listen and be willing to really hear the employees' comments. Employees often report that they have no input and are told exactly how to perform their jobs, leaving no creativity.

3. Provide positive reinforcement.

Always listen and acknowledge your employees. Employees often report that their decisions and actions are second-guessed and that most, if not all, feedback given is negative.

4. Clearly delegate responsibility and give the employees authority along with the responsibility.

Do you give inconsistent messages?

Continued on page two – Empower Employees



ONE MINUTE IDEAS

Drug/Alcohol Policies Reduce Legal Risks

Handling an employee who is abusing drugs or alcohol is very difficult. The author offers tips for managing such a situation:

❖ It's always easier to deal with this type of problem if you already have a company drug and alcohol abuse policy and procedures. You can learn more about how to create such a policy at the National Clearinghouse for Alcohol and Drug Information at www.health.org/govpubs/workit/index.htm

❖ You should not try to handle an employee drug or alcohol abuse problem by yourself. Get help from an outside HR consultant and plan your confrontation with the employee carefully to avoid legal issues.

Source: Joyce M Rosenberg, The Associated Press as seen in Smartbiz.com

Ouch...

Calculating Turnover

Turnover is usually calculated by dividing the number of people leaving a company each month by the average number of employees on the payroll for that month (multiply by 100 to get a percentage).



Continued from page one – Empower Employees

Do you ask the employee to handle a problem or project and then give them negative feedback or give them an assignment and then say “never-mind?” Employees often report that they are given tasks and then told they did it wrong.

5. Be clear in your communication.

When you express goals or explain projects, be sure the employees really understand what you are asking for. Employees often report that the goals are unclear and that they are not sure what they are being asked to do.



6. Show you have trust in your employees.

Allow them to make mistakes as a form of learning. Show that it is really ok to make mistakes. Let them know you really support their decisions. Employees often report that someone is always looking over their shoulder to make sure they do things right.

7. Listen. Listen. Listen.

Do you do most of the talking? Employees often report that conversations are one way, comprised mostly of their ideas being criticized. They don't feel they are heard.

8. Be interested in the employees' career development.

Meet with employees and discover their goals and their wants. Employees often report that their goals are not viewed as important in the organization.

9. Let the employees help you achieve success.

Are you doing it all yourself? Employees often report that their managers do all the tasks and they have no way to make contributions outside their job descriptions. Look for opportunities to delegate and enhance the employees' career development at the same time.

10. Be a coach.

The best way to empower employees is not to manage them. Coach them to success. This is a process of developing their skills and providing them specific feedback to meet high standards. Employees often report feeling like children rather than being on the same team with their bosses. Be their coach and lead the team to success!



Submitted by Terri Levine, Professional and Personal Coach, e-mail: terri@comprehensivecoaching.com, website: www.comprehensivecoaching.com
Copyright 1997-2004, by Coach U, all rights reserved

*For more information contact RightStaff, Inc. at 214.953.0900 or
e-mail us at: slamb@rightstaffinc.com*