

The RightStaff Review

The right choice for your staffing needs



The Cost of Lost Time

If employees could be more productive for just one half hour per day, the savings in lost time is amazing. Consider increasing productivity by: teamwork, better communication, better work styles, taking action quickly, resolving problems, or being accountable. If 10 employees were earning \$28.00 per hour, you would gain \$36,960 per year, if the employee actually decreased their non-productive time by one-half hour per day.

How can you increase employee productivity for 30 minutes per day? Take a look at employee competencies within your organization. What skills contribute to productivity? What systems contribute? What hinders productivity?

Common things we see when working with organizations are:

- ☛ Slow problem solving or decision making
- ☛ Poor time management
- ☛ Resistance to change
- ☛ Lack of quality centered planning and executing
- ☛ Poor communication skills

Collecting feedback on your employees can improve effectiveness and productivity. The first step is to formally assess each employee to identify areas of strengths and development to help you focus on helping them become more productive.

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Techniques For Handling An Angry Teammate

Sometimes, even on the best teams, emotions can spin out of control. An error occurs. You're responsible. You apologize. But your teammate flies off the handle. You need to preserve your working relationship with this person. Here's how to do it:

Step 1 –

Do little or nothing. Let your teammate vent. It may be difficult to sit still and take abuse from an angry person, but doing so will allow her to vent some pent-up anger. *Remember:* Never tell an irate colleague to "calm down" or behave in a certain way. This will only increase her anger.



Step 2 –

Play back the gist of the angry message – without the anger. *Example:* "If I understand you correctly..."

Step 3 –

Propose a remedy, if you have one. If you don't, ask your teammate, "How would you like to resolve this?" *Reason:* Anger often goes hand in hand with powerlessness. But if you ask an angry person to tell you what she wants you to do or say, you give her power. And that will often reduce her anger.

Step 4 –

Try to agree on a solution. Then, commit to taking the necessary actions. If you're not sure you can comply with the proposed remedy, ask for some time to consider and investigate.

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ONE MINUTE IDEAS

Back Up Important Data

What would you do if your computer suddenly and completely failed, all the contents of your hard drive lost? Do you have a backup of the important information on your computer? It's a good idea to keep regular backups, including some offsite in case of fire or flood.



Password Tips

Be careful when choosing passwords, easily guessed passwords can expose you to security risks. Don't use simple dictionary words or your birthday, but rather mix in numbers and even some capital letters. If you have trouble remembering, find a safe place to store a list of your passwords in case you forget one.



Associate of the Month



Lily Garza

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Step 4 (continued) –

Caution: Arrange a specific time and place for a follow-up discussion so your teammate won't think you're trying to avoid the situation.

Tip: If one of your teammates becomes abusive or threatening, get out of her area immediately. Tell the person, "This is getting out of hand. I'm going somewhere else for a while, but I'll be back in half an hour. Let's both try to cool down so we can discuss this more productively then."

– *How To Say It At Work*, Jack Griffin. Prentice Hall, Paramus, NJ

"Pleasure in the job puts perfection in the work."

– Aristotle

Are We Really Listening?

The next time you're in conversation with someone think about this question for a second. Many times we're simply thinking of what we're going to say next, rather than actually listening to the person with a clear mind. If you're guilty (as I sometimes am) of this at times there's some really bad news. The other person knows this as well. It's written all over our faces.



It's in the very words that we use to follow up with in our discussion with that person. The good news is that by making ourselves aware of the fact that we're not truly listening we can begin at that very moment correcting the problem. Make yourself aware of the importance of listening and you'll reap many rewards. It's one of life's most awesome facts that people are drawn to those who are good listeners. Upon reading the biographies of many leaders one thing is clear. Each in their own way are magnificent listeners.

– Reprint permission granted from Josh Hinds

"Leadership is the art of getting someone else to do something you want done because he/she wants to do it."

– Dwight Eisenhower

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