

The RightStaff Review

The right choice for your staffing needs



The Silent Side Of Communicating

Whether negotiating the biggest deal of your career, coaching your team, or describing a project, keep your ears open. Otherwise, you may talk yourself right out of the room.

To be a better listener:

- **Try not** to judge. Even if you disagree with what's being said or the way it's presented, resist planning a rebuttal. Focus on understanding the message, not critiquing the messenger.



- **Commit your** full attention as soon as the other person starts to speak, not just when you hear a word or phrase that interests you.

- **Do whatever** it takes to limit distractions.

Examples: Suspend incoming phone calls, remove unnecessary papers from your desktop, or meet in a neutral area, such as a conference room.

Tip: If you're entering a room, ask the speaker to wait until you're both comfortable to start the conversation. In addition, extend the same courtesy when someone comes to your office.

Source: *Negotiate Like the Pros*, by John Patrick Dolan, Berkley Publishing Group, New York, NY 10016.

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The Top 10 Characteristics Of An Effective Leader

Are YOU a Perfect 10?

According to an opinion survey of 5,000 workers, employees look for the following characteristics in an effective leader:

1. Has the ability to give clear direction.
2. Practices candid, honest, and open communication; encourages two-way communication and creates a climate of trust.
3. Is willing to coach and support people.
4. Relates rewards to performance.
5. Gives feedback on important actions.
6. Selects the right people for the organization.
7. Understands the financial implications of decisions.
8. Encourages new ideas.
9. Gives employees a voice in decisions.
10. Displays consistent high integrity.



Remember, employees want to work for leaders they can respect.

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You have reached the pinnacle of success as soon as you become uninterested in money, compliments, or publicity.

— Thomas Wolfe



ONE MINUTE IDEAS

Delegation

Test how well you delegate authority to your employees by asking yourself these questions:

- **How often** do I say "I should have taken care of that myself"?
- **What is** the turnover rate among my employees?
- **Are my** employees frequently absent when they're not sick?
- **How many** people that I have directly supervised still work with me?
- **How many** of my employees would follow me if I took a new job at another company?

Source: *Streetwise Managing People*, by Bob Adams et al., Adams Media Corp., 260 Center St., Holbrook, MA 02343.

Genius is one percent inspiration, ninety-nine percent perspiration.

— Thomas Edison

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Motorola Shows The Power Of Training

Few companies have demonstrated a stronger commitment to training and educating employee than Motorola Inc. The company spends about \$120 million a year on training – most of it conducted at Motorola University, located at its headquarters in Schaumburg, IL.

Training at Motorola isn't optional. Employees must attend at least five days of training each year.

The curriculum at Motorola University includes classes that cover topics such as quality, risk-taking, managing change, teamwork, as well as basic reading and math.

Most of Motorola's courses use multifaceted training techniques. *Example:* When factory workers learn computer-aided design, they attend lectures, read manuals, and create their own plastic models of actual products.



The company estimates that, for every dollar it spends on training, it **reaps a \$30 gain** in productivity, by teaching employees to simplify processes and reduce waste.

The bottom line: Make sure training isn't optional for your staff, whether you provide it internally or use outside trainers.

— Adapted from Manager's Edge with permission.

Web Site Of The Month!

THE ULTIMATES – a new type of search index

Here you can search resources from all over the net like phone books, email directories, and trip planners. But this isn't just another list of links. The form for each resource is integrated into the site, and JavaScript copies the information from one blank to another so you can use everything out there with a minimum of time and effort.

Check it out at: <http://www.theultimates.com>

RightStaff is a full-service employment and recruiting firm specializing in professional and non-professional, contract to hire and direct hire replacement. Our networking contacts and expertise has helped to make RightStaff one of the leading professional employment and staffing firms in the Nation.

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