

The RightStaff Review

The right choice for your staffing needs



Define Success

Make it clear to your employees what constitutes success and how they should measure their achievements. Goals must be realistic. Project schedules, for example, must be set by the people who do the work. People will accept a "bottom-up" deadline they helped set but they'll be cynical about a schedule imposed from the top that doesn't map to reality. Unachievable goals weaken an organization. At my company, in addition to regular team meetings and one-on-one sessions between managers and employees, we use mass gatherings periodically and e-mail routinely to communicate what we expect from employees. If a reviewer or customer chooses another company's product over ours, we analyze the situation carefully. We say to our people, "The next time around we've got to win. What will it take? What's needed?" The answers to these questions help us define success.



Bill Gates

— Bill Gates, Microsoft

"A life is not important except in the impact it has on other lives."

— Jackie Robinson

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The High Performance Work Force

People can make a difference in the profitability and success of an organization. This is the conclusion reached in two recent books I have read – *Peak Performance* by Jon Katzenbach and *Hidden Value* by Charles A. O'Reilly and Jeffrey Pfeffer.

Katzenbach characterizes a high performance workforce as follows:

1. A large number (more than a third) of employees consistently exceed the expectations of their leaders and customers
2. The average worker performs better than the average competitors worker
3. A strong emotional commitment to higher standards and aspirations is reflected across the workforce
4. The collective performance of the workforce is a competitive advantage and is extremely difficult to copy

What then, is the secret to developing a high performance workforce? The answer is simple – **leadership**. In sports we see a new coach take over a team with essentially the same players as the year before, yet produce dramatically different results.



Lou Holtz

We can look close by to the University of South Carolina and Lou Holtz to see a vivid example.

In business, as in sports, leadership can have dramatic impact on the performance of the team.

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ONE MINUTE IDEAS

Motivating Employees

When you ask for your employees to put in extra hours, make sure you are willing to do the same. But be careful.

You will make the biggest impact if you come in early rather than staying late.

Why? Staying late can convey the impression that you are unorganized and can't complete your work on time.

But coming in early clearly shows that you can't wait to get started on the day's work.



Web Site of the Month

WhitePages.com provides an easy-to-use online directory of residential and business listings. A simple way to find any listed phone number, the name and address that goes with a phone number. Other features include: zip codes, reverse look-ups and an e-mail locator.

Check it out at:

www.whitepages.com



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I have personally seen examples where two groups of people from essentially the same population perform dramatically different.

Although the answer is simple, the implementation is difficult. The key to unleashing the potential of people is to get the emotional commitment of the workforce to the goals and needs of the organization. This only happens when the personal needs of employees are balanced with the needs of the organization.



It takes a lot of time and effort to make the changes necessary to achieve a cultural change. It begins by developing an attitude within the organization that people matter and can make a difference.

Is your organization achieving all that it can? If not, are you blaming the people or are you looking at the leadership capability within the organization? Could another “coach” achieve different results?

The good news is that leadership can be developed – it is not inherited. Anyone can become a better leader. To enhance the leadership within your organization call today! ●

Source: Ryan Scholz, President, Leadership Strategies Associates



Behaviors For Success

Busy professionals with a strong desire to achieve sometimes fall into slumps, which can destroy creative drive. Do your best to avoid these slumps by accepting that you cannot do everything. Delegate responsibilities to others qualified to perform the task. They should share your goals for success.

- ◆ **Be a lifetime learner.** Don't assume you've learned all you need to know. Have a plan for personal growth and work on challenging goals in all areas of your life.
- ◆ **Be proactive.** Solve problems before they occur. Carefully plan procedures to prevent problems and proper handling in the event they do happen.
- ◆ **Communicate your goals.** Let others know how they can help you achieve them. Listen carefully to information they provide you.

