

The RightStaff Review

The right choice for your staffing needs



Communicating Criticism

Many managers are eager to compliment but often neglect to criticize. It is so hard to tell another grown-up when they have done something incorrectly. But managers are responsible for helping others grow and need to help mentor their employees.

Here are a few guidelines to follow to help employees gain new skills:

1. Specify the behavior and criticize the behavior – never the individual.
2. Be specific in your criticism – don't generalize.
3. Say something positive about the person.
4. Show how you can work on the problem behavior as a team.
5. Understand how the employee feels and show your empathy.
6. Show your confidence in the employee.

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Selling New Ideas

Do you sometimes feel that you have lots of good ideas that will benefit your customers but you have a hard time getting new ideas and approaches accepted? Changing a customer's mind and getting them to accept new ideas can be a great challenge. Try these approaches to get their attention:

Provide solutions to your customer's toughest problems and then tailor your new ideas to the customer's special needs. By solving their toughest problems, they'll be more open to your new ideas.

Appeal to the customer's personal needs. Tailor your ideas to their personality.



Provide specific information, it is far more convincing than general information. Examples and case histories generally have more impact than statistical data.

Make sure you present your new ideas in a friendly, down-to-earth way. Do not talk down to your customers. By using phrases such as "You probably don't realize" or "You probably haven't thought of" you will put your customers on the defensive.

Reinforce a new idea with hard facts and figures that relate to the potential benefits to be derived if the idea is converted into action.



"Always do your best. What you plant now, you will harvest later."

— Og Mandino



ONE MINUTE IDEAS

Manage Your Time Better

Technology should save you time but often does not. Here are some time-wasters that you may be unaware of committing.

- Waiting for your computer to boot up
- Watching your computer connect to the Internet
- Waiting for your computer to print copies
- Surfing the net without a specific goal or topic to research
- Too many programs open at the same time causing your computer to run slower.

These time-wasters add up. *Solution:* Keep a stack of tasks you can work on while you are waiting for your computer. Ex: Reading mail, signing documents, drafting speeches, etc...

- Gary Sorrell



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Successful Daily Habits

Make it a habit to end every working day by doing these things:

Clear your desk. Never leave your desk messy. Put everything in a file or to-do folder and in a designated spot. You will start each day off on a positive note. (An uncluttered desk) This will also help to keep you organized and possibly prioritized. (You'll get tired of seeing the things you haven't finished in your to-do folder and finally do it to get it off your mind)

Reflect upon the day. Ask yourself some questions and evaluate yourself.

- "Did I accomplish a goal today- and did I record it in my goals accomplished journal?"
- "Did I spend my time wisely today?"
- "Am I moving closer or farther away from my dreams and goals?"
- "Would I do anything differently if I could do it over again?"



Plan for the next day. Transfer your tasks in your daily planner, make a prioritized list of to-do's, list the goal(s) that must be accomplished, etc.. By planning for the next day today you will relieve stress and be prepared for a fast start tomorrow.

- Sorrell Associates, © 2004

Make Contacting Others Easy for New Employees

Provide each person in the company with a list of internal phone numbers and their titles. This will help save time and stress for new employees (and existing employees) that are trying to find out whom to turn to when a specific question arises.

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