

Progressions Inc.

Sales Training & Consulting



## Enhancing Your Employees Performance

Wouldn't the world be a wonderful place if every employee came to work with the right attitude, followed the appropriate directions and took initiative to provide service excellence and performance efficiently? Seldom is this the case now days with our varying generations and the attitude that comes from them. Follow these seven ways to enhance performance and enjoy a more affective work environment.

**1. Hire the right people!** Look for people with talent, desire and ability to do the job well. *Hire for attitude, train for skill.* A more thorough and defined interviewing process can often alleviate hours of frustration, situations where customers receive less than stellar service and a myriad of interoffice challenges. Know what you are looking for in an employee. The best way to do this is to spend time in advance and write down exactly the attributes, talents and behavior you are looking for. Even though we want to "fill the spot" quickly it's often to everyone's advantage to wait just a little bit longer to find the right person. Many companies use a referral program where they reward internal employees for referring a solid candidate into the company. In my experience this has proved to be very advantageous. Depending on the level of the position attracted, referral fees range from \$50.00 up to as much as \$5,000.00. When you look at what a head hunter's referral fee would be and the cost to the company of training and turn over, an upfront referral fee is often a wise investment.

**2. Clearly communicate job responsibilities and performance expectations with all new employees and... your team existing as well.** Confirm the understanding directly with them so that clarity of responsibility and expectation is firmly in place. I often hear "I just wish my boss would tell me what they want me to do!" This is a vivid indication that the employer's expectations were never clearly spelled out for the employee. No one comes to work and wants to let their boss down. The better the description up front the better the result.

**3. Make training and continual learning a top priority in your company.** Training is rated as the second aspect for employee retention as they feel valued and see that as an investment in them. Establish a curriculum for training and publicize it to all employees. Take the extra time and visit individually at least two times a year with each employee to see what their career goals are and what you can do to help them succeed. There is no more precious commodity then a well trained and educated employee who wants to advance and help your company grow.



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**4. Regularly provide specific performance feedback.** I recommend four times a year in a formal setting and at least twice a week in a more casual coaching environment. Make sure your employees know how they are doing in your eyes and compared to specific expectations. For quarterly sessions I recommend going outside of your business in a neutral setting where both parties can be candid and comfortable. **Weekly coaching is essential.** This is a two to ten minute exchange where you the leader ask open-ended questions, and encourage the contributions from your team members. Weekly coaching will create a culture where employees thrive and you see results.

**5. Consistently recognize and reward positive performance.** The number one principle in leadership is ... you get what you reward! So if you are looking to encourage certain behaviors, attitudes and specific performance simply reward them. “The One Minute manager” approach is always the best and that is “catch them doing it right” and recognize them immediately. In so doing you reaffirm the very behavior you are looking for and start to groom and develop top notch performance.

**6. Hold people accountable for negative behavior and performance.** *Care enough to confront!* Without this essential step it is quite typical for common errors, negativity, and less than desirable activities to become the norm in your company. If not addressed employees think that these actions are acceptable and therefore continue them. By caring enough about the employee to confront them, you are investing in their future and yours.

**7. Set the example.** Be a positive role model for your team. If you are the leader all eyes are on you much more than you think. Your employees are watching everything from your dress, timeliness, actions and attitude. You as a leader set the tone. Whatever behavior you do, they will see as acceptable. You have the honor and opportunity to demonstrate what “good” looks like simply by being a positive role model for your team.

Here’s wishing you success and prosperity.



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