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Get Fired (Up) and Get More: 5 Secrets for HR Success in Challenging Economic Times



**Presented by Sardek Love
Infinity Consulting and
Training Solutions**

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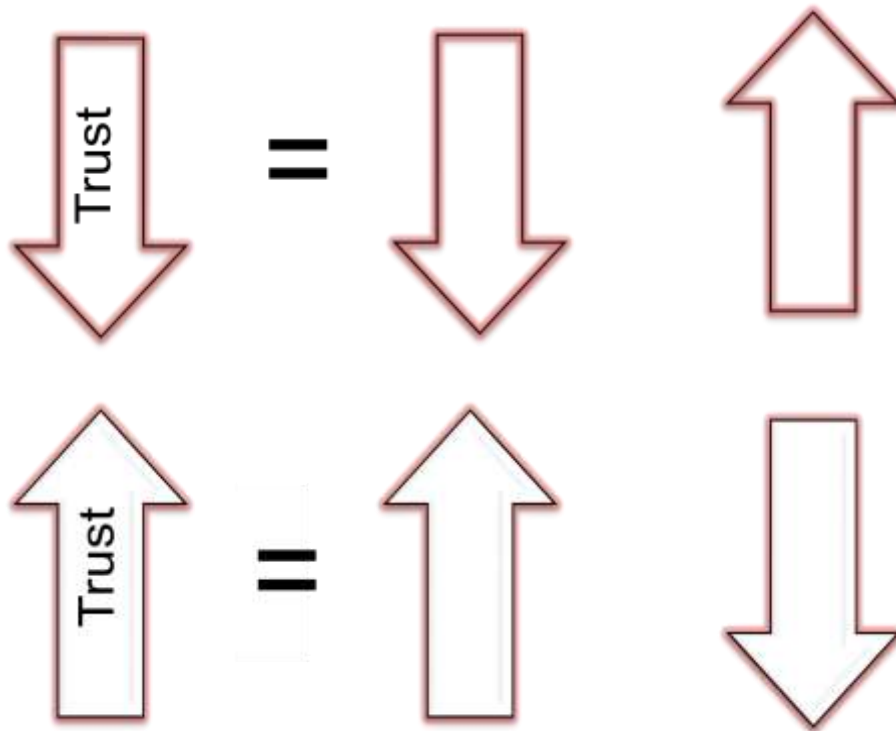
LEARNING OBJECTIVES

At the end of this session, you will be able to:

- Describe how trust impacts efficiency and cost in any organization
- Identify the main factor that affects employee engagement
- List at least 3 behaviors managers exhibit that disengages employees
- Apply the general methods and techniques of the Employee Development Playbook© in your organization
- Apply a model to create clear and specific expectations for employees
- Identify the difference between skills, knowledge, talents, and strengths
- Reduce the frustration employees experience with the annual performance appraisal process

TRUST: A STRONG INDICATOR OF ELASTICITY OR SHRINKAGE

In his book *The Speed of Trust*, Stephen M.R. Covey identified a simple formula ¹ that graphically depicts the impact high trust or low trust has on an organization.



- When TRUST is high between a manager and employee, elasticity in perceptions grows.
- When TRUST is low between a manager and employee, forgiveness for mistakes and productivity decreases, which can be described as shrinkage.

EMPLOYEE ENGAGEMENT: THE GATEWAY TO SUCCESS

_____ % of the market value of the average S&P 500 company is made up of intangible assets. ²

_____ % of employees know what's expected of them at work. ³

The Manager-Employment Survey

“How likely are you to recommend your manager to others (friends, family members, and colleagues)?”

In a survey conducted by Infinity Consulting and Training Solutions through June 8, 2009, the top 5 ways managers disengage employees were:

- 1) Does not set clear and specific expectations
- 2) Does not hold everyone to the same level of accountability
- 3) Does not provide regular performance feedback
- 4) Does not model appropriate behaviors
- 5) Does not obtain input from employees

EMPLOYEE DEVELOPMENT: THE ALPHA AND OMEGA

The Infinity Consulting and Training Solutions' Employee Development Playbook© provides an easy to implement framework for ensuring maximum employee performance over the employee's tenure in the organization.

The immediate supervisor is directly responsible for which 3 components of the Playbook:

Setting Clear and Specific Expectations

Vague Expectations = Vague Results

The most effective way to ensure expectations are mutually understood is to describe them in observable terms. This can be achieved by using the HEAR / SEE / DO© formula.

If the expectation cannot be heard, seen, or observed, then the manager has left the expectation open to interpretation, and this is where many perceived performance gaps originate.

EMPLOYEE STRENGTHS: THE SECRET TO HIGH PERFORMANCE

Understanding an individual's strengths is a powerful tool for increasing productivity and engagement. Great managers are adept at focusing on their employees' strengths and not on their weaknesses.

Skills = _____

Knowledge = _____

Talents = _____

Strengths are defined as consistent, near perfect performance in an activity ⁴

The Gallup organization has the premier tool for assessing an individual's strengths. For more information, visit www.strengthsfinder.com. The following books are also great resources for assessing strengths:

- Strengths-Based Leadership, Gallup Press, 2009
- Strengthsfinder 2.0, Gallup Press, 2007
- Now, Discover Your Strengths, Simon and Schuster, 2001
- First, Break All the Rules, Simon and Schuster, 1999

PERFORMANCE APPRAISALS: DEMYSTIFYING THE PROCESS

Most managers struggle to deliver an effective performance appraisal because more often than not, managers cannot explain the link compensation has to individual and organizational performance.

Managers can be more proactive by explaining the components of the appraisal process. This explanation, combined with setting clear and specific performance expectations, will allow the employee more direct control over the outcomes of the appraisal process.

BIBLIOGRAPHY

¹ Covey, Stephen M.R., Merrill, Rebecca R., *The Speed of Trust – The One Thing That Changes Everything*, Free Press, 2008.

² Fleming Ph.D., John H., Asplund, Jim. *Human Sigma-Managing the Employee-Customer Encounter*, Gallup Press, 2007.

³ Buckingham, Marcus. *The One Thing You Need to Know*, Free Press, 2005.

⁴ IBID

ABOUT INFINITY CONSULTING AND TRAINING SOLUTIONS

Infinity Consulting and Training Solutions (ICTS) is a provider of a wide array of consulting and training services that are tailored to meet the complex business needs of today's global organizations. The firm has extensive experience working with all levels of employees within an organization to develop innovative, measurable, and enduring business solutions. Consulting and contract training services have been provided to clients throughout the United States as well as the United Kingdom, Australia, Indonesia, Malaysia, Singapore, Kuwait, the United Arab Emirates, Jamaica, Angola, and Nigeria.

ABOUT SARDEK LOVE



Sardek Love is the President and Founder of Infinity Consulting and Training Solutions. A dynamic speaker and international business consultant, he possesses over 15 years of professional experience in leadership development, training and development, customer service, management information systems, and production and operations management.

Prior to launching ICTS, Sardèk managed and led high performing teams at Booz Allen Hamilton, MetLife Insurance Company, and Anthem Blue Cross Blue Shield. Additionally, he has an extensive and highly decorated track record serving in volunteer leadership positions for a variety of organizations. As a former National Advisor for the American Society for Training and Development (ASTD), Sardèk and his fellow advisors were awarded the prestigious ASTD Staff Partnership Award.

A 1992 graduate of Virginia Tech's Marketing Education program, he continues to live the University's motto every day of his life – "Ut Prosim" which translates to "That I may serve".

For more information regarding ICTS services, visit our website at www.ictscorp.com and contact us:

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