

The Condition Improvement Action

Newsletter

DAO.

DAO CONSULTING SERVICES

"YOUR PARTNER IN SOLUTIONS"

October 2007

*Commitment
Respect
Trust
Collaboration*

Points of Interest:

- ❖ What Companies are Facing Today.
- ❖ The Art of Internal Resources Utilization
- ❖ Delegating Effectively
- ❖ November Issue

TCIA is about:

- ➔ Value
- ➔ Objectives
- ➔ Action
- ➔ How
- ➔ Internal/External Resources
- ➔ Purpose
- ➔ End Results

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Dear Colleagues,

The whole purpose of TCIA Newsletter is to bring you valuable information and a valuable message. I hope to meet your expectations as we continue developing TCIA Newsletter.

TCIA Newsletter is a port for connections among all of us. Think of this, as another way of connecting with peers, strangers, hey who knows even with people that you know. The bottom line is that we want to bring you value and develop long lasting relationships. Feel free to e-mail me with any comments or news that you want to share.

*Your Partner in Solutions,
Helen Dao, President*

WHAT COMPANIES ARE FACING TODAY

There are crucial challenges that companies are faced with, one is hiring the right talents and the quality of leadership (from direct supervisor to the CEO or president of the company), and this vital infrastructure can make or break a company.

A recent study by the National Association Manufacturers (NAM) showed that 80% respondents are suffering from a shortage of qualified workers. Sadly, nearly half reported that their employees are inadequate in such basic requirements as attendance, timeliness and work ethic, while more than a third reported insufficient skills in reading, writing and communicating (*The Wall Street Journal, September 2007*).

The Art of Internal Resources Utilization

In any business, there are talented resourceful people; otherwise, they would not have been hired in the first place. But the big question is how well do managers know the resources they already have? In many cases, people are hired to do specific jobs or tasks; however, as employees get acclimated to the new position; their supervisors get settled to the fact that new employees will do a specific job description and nothing beyond that.

Wait a minute! Have supervisors forgotten that last sentence on the job description that reads "And other jobs (duties) required as needed". Exactly, this means utilizing other talents and skills the individuals have. It is understandable that there may be projects that need a special skill that perhaps no employee possesses. It is empowering for employees when they know that their managers want to utilize their talents for specific projects.

This practice creates a culture of confidence, motivation, and loyalty, which increases productivity, staff retention, and is cost effective.

The utilization of internal resources is an art. Managers need to know how to ask employees for their contribution to the company. It is important for managers to make clear to employees how their unique skills or talents will add value to the company's success and future.

The Art of Internal Resources Utilization is not walking into a meeting tomorrow and asking employees what their talents are and what special skills they have. In my opinion, it is about a) confidence, b) trust from employee to manager and vice-verse, c) empowering and d) smart managing (I believe this one to be the most important one). When managers utilize their resources already existing within the company, they also become great contributors to the success and future of their company.

HelTip:

Customers do not care about DISCOUNTS, what they want is CONSISTANCY.

Do you want to improve your business condition? Yes? Keep reading this monthly TCIA newsletter and e-mail me.

Delegating Effectively

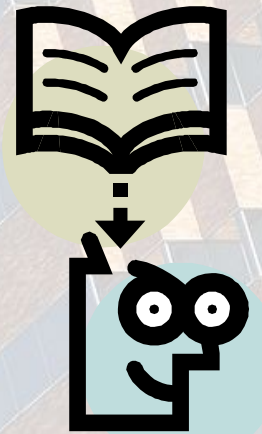
When Managers delegate to their subordinates, they are not asking for favors or to go beyond the call, they are simply asking them to do their work. Let's not confuse Delegating with the Art of Internal Resource Utilization, which is another article that I wrote previously. Delegating Effectively is simply, managers being able to delegate to their subordinates. There are many managers, who think that if they want something well done, they better do it themselves, wrong! Managers like this, are costing too much money to their companies, they do not get their own work done on time because they are too busy doing their employees' work. Here are a few tips in delegating effectively (I do not presume to know them all, but here is a start) trust me, they work.

Know, Engage, Highlight, clarify, Acknowledge, Confident and Never.

1. **Know** your staff interests
2. **Engage** in conversation about possible projects that need to be done and ask for feedback.
3. **Highlight** the importance of the project and the VALUE of THEIR involvement that will add to the company's success.
4. **Clarify** the expected end results, but give them space for their own creativity in executing the project.
5. **Acknowledge** their hard work and creativity.
6. **Confident** always delegate with confidence to inspire confidence.
7. **Never** come across as you passing the monkey to them (a very good friend, Richard told me this one).

November Issue:

- The Power of Your Appearance
- The Influential Culture
- TCIA: Company's Value



E-mail me your questions and I will give you an answer on the next issue (I will not post your name or business's name)