

GETTING THE BEST RESULTS FROM YOUR STAFF

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 jobs.

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.

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. It is about a) confidence, b) mutual trust, 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.

People

- Select the right people for the right job
- Hire people for the right reasons
- Development & Motivation (be sure to deliver)

Job vs. Career

- Is this a job or a career
- Clear job description & position
- Understanding the role
- Understanding expectations

Culture & Environment

- Workplace culture – positive or negative
- Values – e.g. integrity, respect, and honesty

- Communication?
- Training and development

Feedback

- Informal recognition
- Formal – performance appraisal
- Celebrate success

Performance Management

- Employees do not have respect or loyalty for managers who do not effectively deal with an employee issue/or problem
- Address issues or problems in a correct manner
- Confidentiality & Privacy!

“Give to Caesar the things which are Caesar's “Credit your staff with their input, ideas, and work and do not take that away from them.