

peoplestrong
workplace wisdom

What level of performance are your people
CHOOSING to work at?

WHAT LEVEL OF PERFORMANCE ARE YOUR PEOPLE CHOOSING TO WORK AT?

Many business leaders appreciate just how critical their people are to drive their businesses success.

What business leaders may not know is just how powerful their own people can be in helping them to improve their results and to attract talent.

Within any business there are competing priorities amongst the people. Each person should be working towards the same overall goal but their own goals will determine the choices they make.

Those choices are around effort, performance, focus, diligence, input, cooperation, productivity, commitment and those choices have a massive impact on the outcomes of a business.

This means the computer programmer chooses work overtime when needed. This means the retail clerk chooses pick up the rubbish on the store floor, even if the manager isn't watching.

This means the baggage handler chooses to pull out a suspicious bag to be searched, even if it's the last bag on their shift.

The key to accessing the full potential of your people is to create a great workplace environment that encourages higher levels of enthusiasm, productivity and growth. When people are supported and encouraged in the right way they proudly add value through their performance and improve a businesses competitive advantage.

The benefits of developing a workplace where your people can thrive:

- higher productivity
- lower employee turnover
- employees driving innovation
- higher customer satisfaction
- improved standing in the labour market
- effective supportive people leaders
- employees using their strengths and talents in their role

The 6 guideposts developed by People Strong can help any business to support their people to *CHOOSE* to perform at a higher level and drive business success.





The 6 guideposts to maximise people potential

When each guidepost is working effectively and in unison with the others the following results will be achieved.

By supporting and reinforcing a connection, contribution and motivation culture amongst people the Business / Organisation achieves improved business results and a workplace that attracts talent.

By providing purpose and inspiring people to maximise their potential to enable the business to compete and thrive the Business Leader achieves improved performance and engagement.

By recognising, valuing and challenging individual talent and effort to enable people to choose to reach their potential and add value to the business the People Manager achieves improved impact to drive outcomes.

By supporting and encouraging input, effort and accountability the Individual achieves high levels of performance for the business and a happy work environment that supports and rewards enthusiasm, productivity and growth.

Guidepost | STRONG CULTURE

What is the culture of your business?

Business culture affects productivity and performance, it informs the way customers are cared for or not. It affects service standards, product quality and safety, employee behaviours such as attendance and punctuality and high level issues such as concern for the environment and the community.

Business culture within an organisation can be seen clearly by the way a business:

- Conducts its business
- Treats its customers and its employees
- Communicates and provides feedback
- Makes decisions and fosters talent

And critically, how committed the people are to the business goals.

Setting and reinforcing the right business culture is critical to high performance and business success. When people feel supported by their business culture they are more engaged in their work which in turn encourages higher levels of enthusiasm, productivity and growth.

Is your business culture producing a high performance / high engagement environment?

Quote

“We know that CEOs who treat culture as a key business strategy and intentionally focus on creating a thriving culture that aligns people to the mission, vision and values create a strong competitive advantage.” *Jim Hart*

Guidepost | PEOPLE LEADERSHIP

Managing people can be frustrating and difficult. Enter a room full of managers and it will only take a few minutes before the conversation turns to the challenges of managing staff. The more problematic the culture within a business the more people issues that exist, and the greater the challenge to manage them.

What we know is that 70% of the barriers to having high performing and engaged staff in any business is a direct result of the way the employees feel about the support they receive from their direct supervisor.

So is the problem the employee or the manager? The answer is that the employee is responsible for their performance while the manager is responsible for the engagement of that employee.

If a business intends to foster the talent, strengths and potential of their workforce, they need people managers who clearly see their role as leading and providing a supportive environment to enable their people to thrive.

Are your managers able to actively engage with and support the needs of the people in their teams?

Quote

“A company is people ... employees want to know... am I being listened to or am I a cog in the wheel? People really need to feel wanted.” *Richard Branson*



Guidepost | PERFORMANCE SOLUTIONS

In most businesses, performance management practices are focused on compliance and productivity and rarely consider improving the commitment and involvement of the employee.

The most effective performance management practices ask the employee what they need to be able to do their job at the highest level. It is a partnership between the business and the individual employee.

The goals of the business remain the priority but the way to achieve those goals is built around utilising the employee's strengths and talents, as opposed to a one size fits all approach. This leads to much higher productivity, greater levels of personal motivation and improved business outcomes.

Do you utilise the strengths and talents of your people for mutual benefit?

Quote

“Employers and business leaders need people who can think for themselves - who can take initiative and be the solution to problems.” *Stephen Covey*



Guidepost | EFFICIENCY ASSESSMENT

When it comes to improving performance the normal approach is to ask people to change their behaviour. A more effective way to improve performance is to change the processes and practices to create more effective behaviours.

As businesses grow and change, the existing practices and processes need to be revised and remodelled. Specifically, the business goal needs to be to remove obstacles and frustrations, ideally engaging the employee in this process to make absolutely certain that the right obstacles and frustrations are being removed.

By removing non-value added processes and practices and possibly adding new steps that add value, people can work efficiently and contribute to productive outcomes.

Are your practices and processes enabling optimum performance of your people and for your business?

Quote

“Efficiency is doing things right; effectiveness is doing the right things”. *Peter Drucker*



Guidepost | PEOPLE STRATEGY

For many business leaders and managers, the people strategy is frustrating, time consuming and costly. Understandably, they often look towards rules, policies and agreements to protect a business from difficult employees.

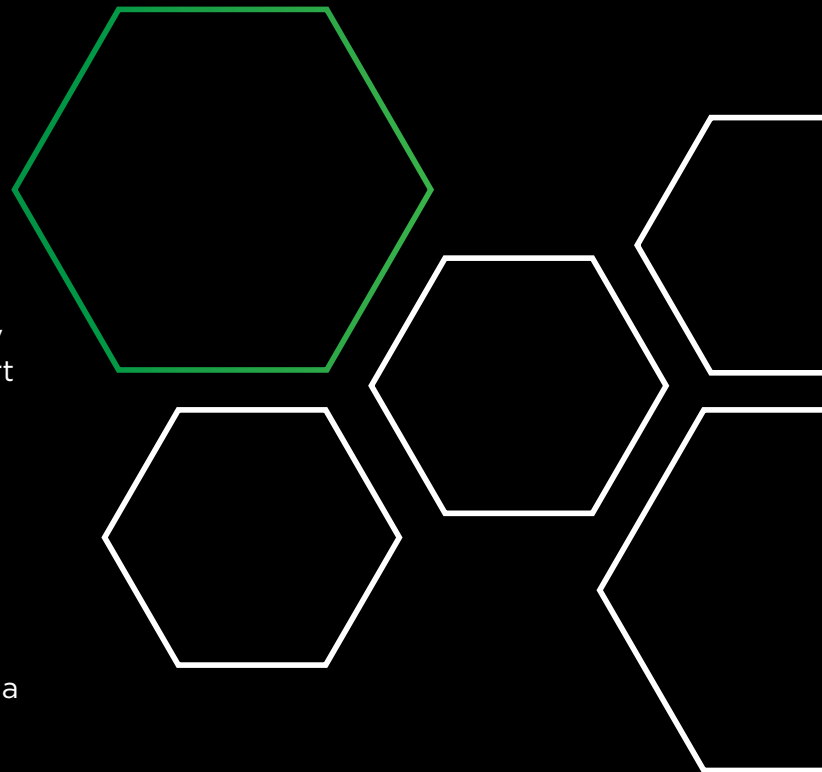
To reduce the negative impact of restrictive rules on performance and engagement, business leaders should explore the opportunities within the frameworks to better utilise the talent and effort of their people. By leveraging employment frameworks to support a high performance culture expectations are clarified and priorities are reinforced.

The balance lies in having protections in place and at the same time supporting a high performance, enthusiastic workforce.

Are you leveraging your people management strategies to achieve your goals and to create a great place to work?

Quote

“The business schools reward difficult complex behaviour more than simple behaviour, but simple behaviour is more effective”.
Warren Buffett





Guidepost | CORPORATE COACHING

Coaching teaches people to critically think and problem solve which enables them to break through the obstacles to higher performance. It takes people from a “tell me what to do” attitude to the preferred thinking of “I can figure this out”. When an employee is allowed to work things out through coaching they have a higher level of personal responsibility towards the outcome.

The individual payoffs of effective coaching include:

Clear understanding of individual style, automatic responses and the ramifications arising from this
Improved communication and engagement skills
Improved coping with stress/building resilience
Clearer understanding of own professional performance
Clearer understanding of business issues and how to resolve or overcome them
Improved commitment to the business goals

The business gains from coaching include:

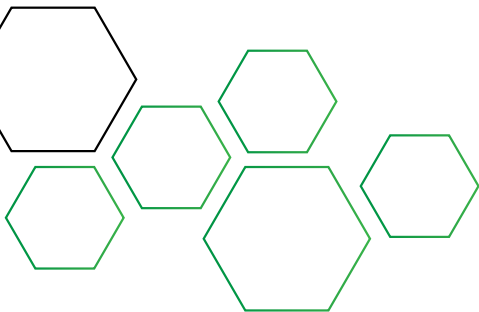
- Professional development of talent pool / building capability
- Talent retention and increased morale
- Effective leadership
- Team cohesion
- Conflict resolution
- Cultural cohesion

The most effective use of coaching to deliver improved business results is a combination of building the coaching capability of people leaders and to coach at an individual level to build a coaching culture.

How do you support your people to work with their strengths and improve their resourcefulness?

Quote

“You get the best effort from others not by lighting a fire beneath them, but by building a fire within.” *Bob Nelson*



BRINGING IT ALL TOGETHER

When any business leader focuses deliberate attention and effort into building a high performance workplace and engaging the employees, their people will respond by CHOOSING to deliver vastly improved results for the business.

The 6 guideposts of an engaged, high performance, responsive workplace can literally transform an business, one person at a time. When each guidepost is working effectively and in unison with the others, the following results will be achieved:

CULTURE	People are inspired to achieve and succeed for the business
LEADERSHIP	Managers become more effective people leaders
PERFORMANCE	People increase effort and add value to the business
EFFICIENCY	Barriers to performance are removed
STRATEGY	Employment foundations are strengthened and leveraged to meet business goals
COACHING	People are confident enough to use their strengths and talents for the business

What is your plan to maximise the potential of your people to achieve your highest business goals?





ABOUT PEOPLE STRONG

People Strong works with businesses and organisations from across all industries to achieve high levels of individual and group performance, meaningful employee engagement and cultural transformation.

www.peoplestrong.com.au



Andrea Tunjic (Director) is a management consultant, corporate coach and educator whose work has contributed to improving the performance outcomes for businesses and their people.

OUR RESULTS

Andrea is a quiet achiever and brings some great knowledge and experiences into business to help them flourish through developing great people (employees).

SW General Manager Health Services

We realised that pay increases alone were never going to make a big change to performance levels. Andrea came in and helped us to work on the relationship we have with our people and the positive results were fast and beyond our expectations. I would not hesitate to recommend Andrea.

PS Managing Director Tourism

Andrea helped us to transition from a small business with small business thinking to a medium size business with a desire to keep expanding because our foundations were rock solid.

YG Manager Fast Food

Very few consultants genuinely work with you and teach you to solve your problems. Andrea is one of them.

GC Senior Manager Aviation

When you work with Andrea you understand that we all need to work with our people more for mutual benefit. For too long we treated employees as resources to get the most out of instead of people with talents that could help our business to succeed.

MC HR Manager Government Agency

Andrea saved us \$1.5M on a \$10M project - hire her.

PR Executive Manager Public Service



A PO BOX 724 Trinity Beach QLD 4879

E andrea@peoplestrong.com.au

M 0488 218 880

W www.peoplestrong.com.au