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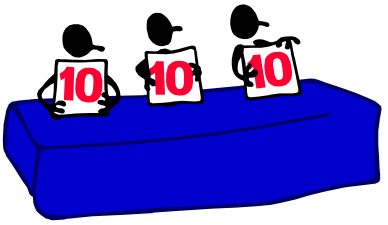
1. FEEDBACK

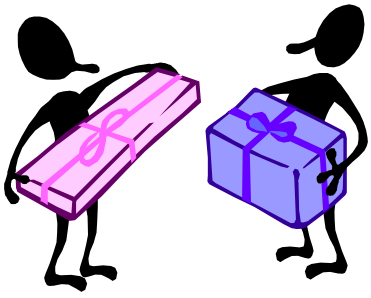
A much underutilised skill that provides a fabulous way of reinforcing what is expected as a standard of work and behaviour from individuals when things are going really well. It gives the manager an opportunity to help individuals feel good about themselves by offering praise when it is due and further clarifies what, when, why is desired behaviour. Do your staff member a favour and provide positive feedback… it is great for Influencing wellbeing – as Ken Blanchard, a management guru (The One Minute Manager author) used to say, "feedback is the breakfast of champions!"



All too often feedback is used only as a corrective tool (that is if it is used at all) and as a vital management technique it is neglected.

Need to find out more about the skill of feedback? gill.main@turnkeysolutions.biz

2. LISTENING

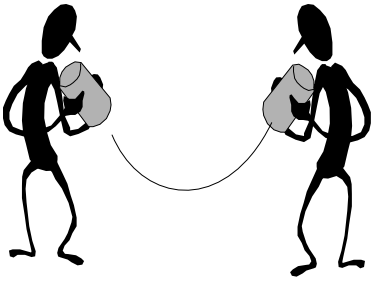


Two ears and one mouth should give us a clue to how we use these areas of our anatomy in proportion, yet how often do we get the balance wrong? Listening is the No.1 skill in communicating effectively with someone else!! We are listening for what is not said, as well as what is said. Giving someone air time and really listening to them is a gift, and it builds trust.

Need to find out more about the skill of listening? call 0780 8139031

3. RAPPORT

We all need to build effective relationships in both work and personal contexts and getting along with people and minimising conflict is important for most of us. Do you know that there are many powerful skills through the use of non-verbal language that you can use to help you build rapport and gain trust with individuals? Would it hurt you to increase your rapport building skills?



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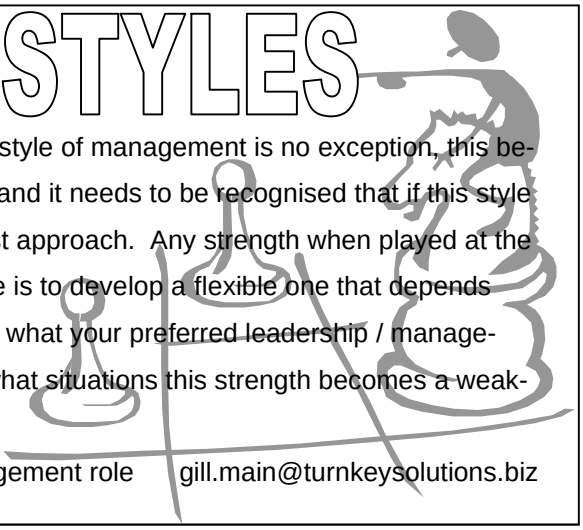
4. MANAGEMENT STYLES



We all have preferences when it comes to our behaviours and our style of management is no exception, this behaviour is guaranteed to be something that we will be 'good' at and it needs to be recognised that if this style is used all of the time in every situation it cannot always be the best approach. Any strength when played at the wrong time becomes a weakness. Our goal with management style is to develop a flexible one that depends upon what the individual we manage needs from us. Do you know what your preferred leadership / management style is so you can play to your strengths? Do you know in what situations this strength becomes a weakness?

Find out how to increase your choices of behaviours in your management role gill.main@turnkeysolutions.biz

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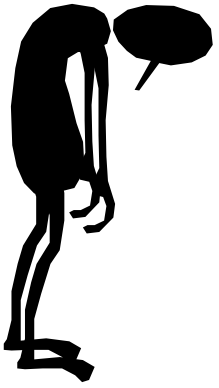
5. IMPACT



More often than not it is not 'what we do', it's the 'way that we do it' that creates an impact when it comes to communicating with others and in their communication with us. Communication is not just about the words we say, it is far more complex than that. When communicating with others face to face, it is said that over 90% is coming over in our non-verbals, our behaviours.. and sometimes these may be giving out messages you don't want!

How good are you at interpreting others non-verbals?

Want to improve your communicating skills in a dramatic way? Call 0780 8139031

6. STRESS

When does an 'up for a challenge' situation become 'I am really under stress' and what are the signs that the leader and manager should look out for, not only in the people they manage, but for themselves as well? Stress can be a slow and insidious process and can take a toll on our health in ways we cannot see before it manifests itself outwardly. Even then, do you know what to look out for or feel?

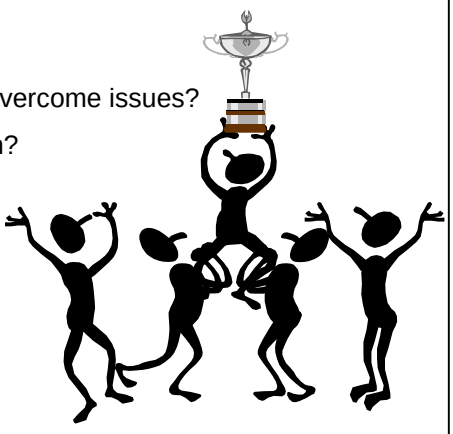
Even more so, would you know what to do about it? Call 0780 8139031

This is now a legislative requirement, do you know enough? Or need to find out more?

7. SET UP FOR SUCCESS

As leaders and managers of people unfortunately we often set people up for failure instead of success. We don't do this deliberately; we do this usually because we have not done something we should have done to support our person. If you have someone currently who is not achieving what you want them to achieve, ask yourself the following;

S - Has the person got the Skills and Knowledge?
U - Has the person Understood what is required?
C - Have I clearly Communicated what is required? Standard, method, timescale etc?
C - Have I Coached the individual?
E - Have I provided Evaluation and Feedback throughout?
S - Have I demonstrated a Shared approach to our working together to overcome issues?
S - Have I really set the person up for Success or Failure in my approach?



A leader and managers role is to enable individuals to perform to the standards required of an organisation and if they cannot they may have to leave employment. This is not a task usually liked by managers and if it needs to be done we must make sure we have done everything we can to help the individual perform effectively.

Need help in setting your people up for even greater success? gill.main@turnkeysolutions.biz

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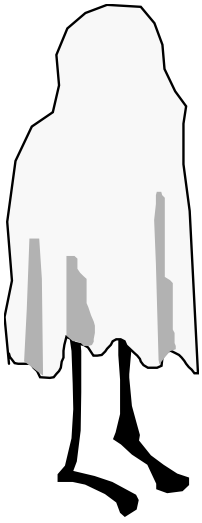
8. THE MANAGER AS COACH

The success of any business is in making sure that there is a pool of expertise to do the work of the business and to make sure that responses to an ever changing market place, can be made as quickly as possible. To make sure people are ready they need to be trained for not just what the business needs today, what about what it will need tomorrow.

It is implicit in a manager's role that developing people is important and the power of 'on the job' coaching cannot be ignored, as one of the most relevant strategies for developing people in skills and confidence and ready to rise to the challenge of change.

Do you want to develop your coaching in the workplace skills? Find out how. gill.main@turnkeysolutions.biz

9. TRUST / SELF DISCLOSURE



How long does it take to build trust with the people you manage? How long does it take to lose trust with the people you manage? In truth it can take a long time to build it, and seconds to lose it! Getting people to open up and share information about why they are not performing to standard or are stressed is a real skill and an area that many leaders and managers find a challenge.

You may have heard of the iceberg technique, think of Titanic,10% ice on top of the water was not the real issue, it was the 90% under the water that caused the problem and eventual sinking of the ship. Same with people, the top 10% is not the real issue, the 90% that people don't readily share is where we need to be in order to fully support a person. Many people are uncomfortable about sharing information about themselves and if this is you, it may not be as easy to get the people you manage to share information about themselves. How will you get your people to open up (the 90%) and give you the information you need to be able to help them? Being able to self-disclose information about yourself (in your own judgement about what is appropriate) is like an energy exchange. If we are not giving it, we are less likely to get it from others.

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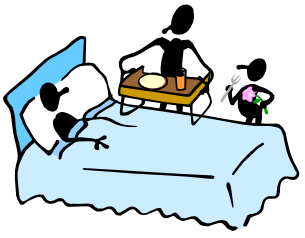
Would you like more skills to be able to open up and share information about yourself and promote more trust?

10. WELLBEING IN THE WORKPLACE



An up-and-coming hot topic for the future and one where leaders and managers can influence greatly the wellbeing of the people they work with on a day to day basis. Do you know that 'being nice' to someone actually affects their brain (scientifically proven) and influences positively the immune system that helps us combat illness and disease? Think, reducing absenteeism here and bottom line benefits to the business as a reason here if 'being nice' doesn't sit too comfortably as a reason with you!

By following the tips outlined in the Top 10 here I can guarantee that you will impact on the wellbeing of your workforce. People understanding what is expected of them; getting feedback and praise so they know they are doing a good job; being trained and developed; being able to discuss issues with you because they have trust and feel able to self-disclose will all contribute greatly to people's wellbeing and ultimately their immune system!

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