



# THE BOTTOM LINE TO PEAK PERFORMANCE

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HERITAGE HILL PARTNERS 508.923.0918

Helping You Build a Path to Results through Business & Individual Coaching

## Influence Of The Responsive Manager

The responsive manager tends to succeed by building bonds of respect and trust with those around him/her. Staff respond positively to responsive managers; they work more diligently, work to help the manager and the organization succeed, and will go the extra mile when necessary. That is because responsive managers act consistent with the principle that their jobs are to help their staff do their jobs. So, a basic interdependence emerges based on behaviors that show concern, respect and trust.



Responsive managers also influence those above them in the hierarchy. Because responsive managers have the ability to read and act upon the needs of their "bosses," they are perceived as helpful and reliable, or in a simple way, very useful. This allows them to get the "ear" of people above them in the system, and further helps get things done when needed.

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## Maintaining A Positive Attitude In The Workplace

If you want to remain or become a positive force in the workplace, you need a strategy. Follow the suggestions below to get yourself on your way:

- ♦ Ask three people you consider positive forces how they maintain their attitudes.
- ♦ Survey your use of language, and change it when necessary. This includes inner talk and outer talk. Change your negative words and thoughts into positive ones.
- ♦ Surround yourself with as many positive people as possible.
- ♦ Appreciate yourself. Accept yourself for who you are, not who you ought to be.
- ♦ Don't worry about something that has already happened. If there is a lesson to be learned, learn it and move on.
- ♦ Accept that you are going to make mistakes.
- ♦ For one entire day, commit yourself to using all of your energy to be positive.
- ♦ Realize that how you feel about something is your choice.
- ♦ Take charge of your life, and give yourself credit when you do.



— Adapted from *The 6 Success Strategies for Winning at Life, Love & Business* by Wolf J. Rinke

***One of the secrets of life is to make stepping stones out of stumbling blocks.***

— Jack Penn



# ONE MINUTE IDEAS

## Press On

Nothing in the world will take the place of persistence. Talent will not; nothing is more common than the unsuccessful person with talents. Genius will not; unrewarded genius is almost a proverb. Education will not; the world is full of educated derelicts. Persistence and determination alone are omnipotent. The slogan “press on” has solved and always will solve the problems of the human race.

— Calvin Coolidge

## 70% of Resumes Can't Be Trusted

Research shows that 70% of the resumes on your desk right now contain fabrications and exaggerations. And it's not just for that sales or middle management job. An executive search firm reported that after reviewing thousands of resumes, the top three lies were the number of years in a position, personal accomplishments, and the size of the organizations they've managed.

**Solution:** Do your own research.



## Heritage Hill Partners

Assists businesses and individuals to improve performance and bottom line results *thru...*

**K**  
Knowledge

**A**  
Attitude

**S**  
Skills

**H**  
Habits

- Business & Individual Coaching
- Strategic Business Planning, *and*
- Management & Leadership Development

“We can't solve the problems of today using the same kind of thinking we used to create them” — A. Einstein

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Contrast this with the limited influence of the Unresponsive manager. The unresponsive manager is restricted in influence because those around him/her do not respect or trust them to look out for their welfare.

Influence is more limited to the use of power coming from the formal position, and fear, a motivational component that is hard to sustain over time. Unresponsive managers tend to be perceived as self-interested, or at best uninterested in the needs of those around them. They also tend to be perceived by those above them as less reliable and less useful due to their focus on empire building, organization protection, and self-interest, rather than getting done what needs to be done.

- *How can you become a responsive manager?*
- *What must you do differently?*
- *How will you sustain being a responsive manager?*

Original author unknown. Adapted by Sorrell Associates



## Reduce Turnover Using Your Daily Planner

Studies show that employees that are appreciated stay with a company longer. Most employers think employees leave because they want more money. This is simply not the case according to employee surveys.

Consistently showing appreciation to your employees takes a lot of work and planning. Here is a simple method to keep you on track and to show your employees that you care.

- ✓ **Take out your daily planner.** If using an electronic calendar set the alarm as a reminder.
- ✓ **Schedule a weekly meeting** with a different employee for the next 12 months.
- ✓ **Review the employee's progress** on a project, attendance, teamwork, running their department, etc... Do this prior to your meeting.
- ✓ **Meet with the employee** and review performance with them. Let them know how much you appreciate their efforts.
- ✓ **Be sincere.**
- ✓ **Don't make something up.** If you can't catch them doing something 'right' then find out how you can help them get on the right track.
- ✓ **Keep copious notes.** Review your notes the next time you praise that employee. (Also good for their annual performance review)
- ✓ **Send a thank you card.** This is a nice little extra step that really helps take your appreciation to another level.



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