

Seminars Description

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.

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.

What we will cover?

- motivating employees;
- developing loyalty;
- increasing productivity;
- staff retention; and
- cost effectiveness.

Smart Delegating Skills

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 subject. 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 of mine told me this one).

The Condition Improvement Act: Company's Value

When we talk about Company's Value, we are not referring to the company's worth and its stock price. We are talking about the assets that company's have when it comes to employees, productivity, bottom-line results, human resources, consultants and anybody that is part of the company's daily functions. It is about human value. When companies make decision of who they will call to do an assessment, or who are they going to hire to run a particular department, they are adding value to the company. It is important not to loose the essence of WHO makes a company. There is a lot of emphasis on how much money do we need to bring in this year? But, do you have the right assets (by this I mean employees) to achieve the goals? There are many companies that know the value of their employees and invest in being employee or family friendly. Do you know why employees leave a company? Yes, salary is one of the reasons, but is not the #1 reason why good people leave. In an article published by **E.C.Pressler, Jr.** the findings of a survey showed the following:

Job Dissatisfaction

This is the number one reason why good people leave. It is a catch-all term but, if people are unhappy, feel undervalued or unappreciated, they will soon leave. The reasons for this vary widely

Lack Of Challenge *(If you read my last month Newsletter, it talks about this one)*

Good people need to have their skills used and tested constantly. If challenge is missing, they will soon be missing as well. Identify good performers early, use their talents, listen to their ideas and increase their responsibilities.

Lack Of Confidence In The Company

This reason often goes hand-in-hand with the above. If the corporate culture or the company's image is not deserving of respect, good employees will soon find another, better environment.

Dissatisfaction With Co-Workers

Personality differences within the staff can cause people to leave. It is important to consider the "chemistry" of people who must work together as a team. Mixing aggressive and passive people, for example, can lead to disruptive personality clashes.

Compensation

Many studies have shown that compensation is usually way down on the list of reasons why good people leave. If the only right thing in a person's job is the pay received, no amount of money will keep that employee.

Business Strategic Planning

What do we mean by strategic planning? It is a process, organizations/businesses defining its strategy, or direction, and making decisions on allocating its resources to pursue this strategy, including its capital and people.

Keep in mind that strategies are different from tactics in that:

1. They are proactive and not re-active as tactics are.

2. They are controlled by the organization/business and
3. Strategy can only be applied once, after that it is process of application.
4. The outcome is normally a strategic plan which is implemented within a period of time.

Strategic planning is the formal consideration of an organization's future course. All strategic planning should ask the following three questions:

1. "What do we do?"
2. "For whom do we do it?"
3. "How do we excel?"

In business strategic planning, the third question is better phrased "How can we beat or avoid competition?" (Bradford and Duncan, page 1).

In order to determine where it is going, the organization needs to know exactly where it stands, then determine where it wants to go and how it will get there. The resulting document is called the "strategic plan", which typically is for the next 1 or more years (3-5 years).

The Power of Diversified Businesses/Organizations

"Good Diversity and Inclusion strategies and tactics must be job-relevant, skills-specific, and assist team members in understanding current workforce and marketplace realities. Organizations/businesses which tie diversity to their business strategy increase performance, productivity and customer satisfaction."

Part I

We begin our seminar by assessing our own cultural competency through the utilization of an assessment tool.

Part II

This seminar focuses on the following items:

- What is Diversity?
- Why Value Diversity?
- The Business Case for Diversity
- Diversity & Inclusion Part of your Strategic Plan
- What Next?

Seminars Objectives:

- ✓ A defined communication system among employees on their contribution to the organization and their ownership to the end results of the business is fundamental.
- ✓ Having a conceptual vision of the organization's values to guide employees to deliver best practices that influence how the organization delivers the commitments and promises to its clients.
- ✓ A culture that promotes and nourishes ownership & accountability is the foundation to achieve successful end results.

SHRM and Fortune survey concluded that Diversity:

- Improves organization culture by 83%
- Improves employee morale by 70%
- Increases creativity by 58%
- Decreases interpersonal conflict by 58%
- Enables movement into emerging markets by 57%
- Improves productivity by 52%

Part III

After this seminar, attendees should be able to:

- come up with an outline to incorporate Diversity as part of the organization/business strategic plan;
- have the knowledge to developing a Diversity Intelligent Committee Group;
- Use DAO's Diversity Intelligent formula
- Synchronize the organization/business' goals with the Diversity Strategic Plan; and
- Work collaborative to achieve maximum success; this means senior management should buy into the value of Diversity.

Are your clients in your Sales Force? (This program is for professional consultants)

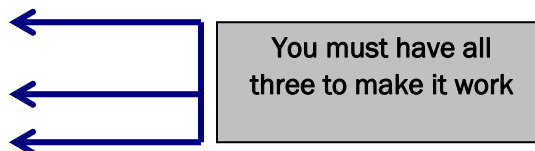
How to established trusting relationships with your clients/customer?

It is all about presentation. For decades and decades, we have heard the same expression, first impression matters, it does.

As consultants, we may forget that clients begin analyzing us, judging us from the moment; we get on the phone with them. Part of our job is to help clients identify a problem or potential problem, but the clients' job, is to identify the consultant that they are going to trust to complete that task.

Key Points

- You must **CONNECT** with your clients to gain their **TRUST**
- Develop a **TRUSTING** relationship
- Develop a **PROGRESSIVE** relationship
- Your best marketing tool, your current clients
- Investing in your clients
- Keeping in Touch
- It is all about presentation. For decades and decades, we have heard the same expression, first impression matters, it does.



Robert Moment, Author and Business Coach, 2008 Author of "The Truth About Winning Federal Contracts". Helping Small Business and Independent Professionals Win Federal Contracts.