



SORDILL CONSULTING
Organizational Training & Development
www.sordill.com

Strategies for Increasing the Productivity of Others

YOUR ROLE IN INCREASING THE PRODUCTIVITY OF OTHERS

As a manager, supervisor or leader, you have a great deal of influence over the productivity and success of others. Through application of a comprehensive set of skills, knowledge and behaviors, you can create an environment which will motivate and sustain high levels of performance. It is critical that you know yourself, the people you are trying to lead, what you are striving for, and why that is important. In the following pages, we will outline specific steps and strategies for achieving success in increasing the productivity of others.

KEY STRATEGIES FOR INCREASING THE PRODUCTIVITY OF OTHERS

- ✓ **Assess the Need for Increased Productivity** – Make a comparison between desired levels of productivity and actual levels of productivity. Identify areas for improvement and areas where performance is at a high level.

Be specific with examples that support your assessment. Clarify why productivity needs to improve.
- ✓ **Communicate Expectations** – Plan first how you will communicate your desire for increased productivity to the individual(s) involved. Then have a private meeting to discuss your assessment and work out a plan for improvement. Follow the guidelines
- outlined in this Newsletter to prepare for your discussion.
- ✓ **Clear Goals** – Once you've defined the need for increased productivity, you will need to articulate it and collaborate with others to establish ASMAART goals to gain commitment, understanding and support. For more details on ASMAART Goals, see our January, 2003, Newsletter.
- ✓ **Establishing Standards and Expectations** – You will need to identify specific behaviors which will facilitate successful goal achievement. Using a collaborative process, agree to standards and expectations that will help others to achieve success. Practice the same standards

yourself to reinforce what works and to support what you expect from others.

- ✓ **Create a Motivational Environment** – Make increasing productivity a win-win process. Learn what is important to them and be sure they recognize increasing productivity as a path to achieving the benefits they care about. Ask, “What’s in it for the other person to perform well?” and “Why would they care about increasing productivity?” Discuss the benefits openly and seek creative ways to reward desired behaviors.
- ✓ **Remove Roadblocks to Performance** – Identify obstacles to achieving desired performance. Ask employees what hinders their ability to do their best. Observe the environment and individual behaviors that might be holding people back. Review and assess policies and practices that might be a negative influence on performance and results.
- ✓ **Clarify Your Role in their Success** – Assess your own performance, accessibility, communication, expectations and behavior. Reinforce those things that are facilitating the success of others.

Identify anything you can be doing differently to remove obstacles to the performance of others. Once you’ve identified what needs to be changed, set goals, plan and take appropriate actions to ensure obstacles are removed.

Periodically review roadblocks and changes you’ve made to stay ahead of hindering factors and to ensure the changes you’ve made are effective in helping yourself and others achieve desired results.

- ✓ **Provide Regular Feedback** – When you like a person’s work, tell them specifically what you liked and why you liked it. Conversely, when there is a need for

improvement, speak specifically about what you are concerned about and set goals for improvement. For more information on Performance Management, see our May, 2002, Newsletter.

- ✓ **Be a Role Model of Desired Behaviors** – Walk the talk, live your vision. Others will be observing your behavior and results. If you are saying one thing and doing another, they will do as you do, not as you say. Consistently practice congruence between what you say and what you do. Effective role modeling increases trust, credibility and respect, which in turn, results in a desire for others to perform at higher levels.
- ✓ **Provide Ongoing Learning and Development** – Whether it’s formal or informal, you should make a commitment to employees to provide ongoing learning and development. Notice when an employee has mastered a skill set and ask them to help develop others. Identify areas in which employees would like to grow and provide appropriate developmental opportunities. Ask for input to identify additional learning needs and make training available.
- ✓ **Invest in Employees** – The more you invest in the growth and wellbeing of your employees, the more they will increase and improve their performance. Your investment should include your time as a coach and mentor, providing information, insights, encouragement and feedback. Where possible, your investment should also include opportunities to attend seminars, and participate in training and development programs.
- ✓ **Keep the Lines of Communication Open** – Strive for open, two way communications so there are no surprises about your expectations, how people are performing, what they are striving for, and why that is important to you, the company, and to them as individuals. Listen, observe, and

collaborate for increased productivity, job satisfaction and higher levels of performance.

Catch people doing things right and let them know you noticed. Provide developmental feedback and coaching when performance could improve.

You get what you seek – look for what you want and ask for what you need. Refuse to accept poor performance.

Always treat others with courtesy and respect. Listen and collaborate for increased productivity and mutual success.

- ✓ **Make Increasing Productivity an Ongoing Process of Continuous Improvement** – Periodically review job

descriptions, business needs, performance and results. Identify gaps and revise policies, practices, and expectations as needed to match the demands of your ever changing business.

Engage employees in the process of self-assessment, job assessment, and performance improvement. Seek feedback from others on your own performance as a manager and leader. Identify ways in which you can facilitate greater success for yourself and others.

Develop strategies for continuous improvement and put them into action. Reassess to measure improvements and redefine your role in increasing the productivity of others. Acknowledge and celebrate success and improvement.

Programs and Services Offered by **SORDILL CONSULTING** *include:*

- Ø Assertive Communication Skills
- Ø Business Writing
- Ø Change Management
- Ø Coaching, Feedback, and Managerial Communication
- Ø Communication Strategies
- Ø Conflict Management
- Ø Customer Service & Telephone Skills
- Ø Executive Coaching
- Ø Facilitation
- Ø Getting Organized
- Ø Goal Setting and Achievement
- Ø Handling Problem Employees and Terminations
- Ø Individual Professional Development
- Ø Interviewing Techniques
- Ø Leadership Skills
- Ø Listening Skills
- Ø Managerial and Supervisory Skills
- Ø Managing Up
- Ø Managing Interpersonal Relations
- Ø Meeting Management
- Ø Mentoring
- Ø Myers Briggs Type Indicator
- Ø Motivation
- Ø Negotiating for Success
- Ø One on One Coaching
- Ø Organizational Skills
- Ø Outdoor & Executive Challenge
- Ø Performance Management
- Ø Performance Reviews
- Ø Presentation Skills
- Ø Problem Solving Techniques
- Ø Project Management
- Ø Sales and Sales Management
- Ø Sexual Harassment Awareness
- Ø Strategic Planning
- Ø Stress Management
- Ø Team Development
- Ø Time Management
- Ø Train the Trainer

For more information about programs and services, or to request future newsletters via email, please call Pat Sordill at 978-266-9524 or send an email to: pat@sordill.com.

Visit our web site at: www.sordill.com