

LEADERSHIP MATTERS E-ZINE

Leadership Matters is a publication designed to explore the workplace issues today's managers and supervisors face.

Improving Work Habits

CHANGING EMPLOYEES' BAD HABITS

How the heck can I change our employees' bad habits?

A Story . . .

Mark rushes back to his desk to see the flood of emails and feels compelled to scroll through them all to make sure he isn't missing anything important. Out of the corner of his eye, he sees the red flashing light on his phone, so he knows there are messages lurking there as well.

Besides those priorities, he knows he has to finish up a PowerPoint presentation on behalf of the team and run copies of the handouts before the 1:30 p.m. meeting. He wishes that he had worked on the presentation yesterday.

It is now noon, and the pressure is really on. Mark decides to work through lunch in hopes of getting it all put together. He knows that you're expecting him to shine for the team and pull off a winning presentation.

It is now 1:30 p.m. and the copies are just coming off the machine. He races into the meeting room and sets up in a hurry while others are waiting for him to start. Mark is visibly rushed and the presentation turns out to be lackluster and full of misspellings and other errors. Unfortunately, because Mark has bad work habits, he once again lets the team down.

No Magic Bullet. . .

There is no one magic bullet that enables organizations to succeed in today's competitive global marketplace. However, companies are increasingly looking at models that focus on employee behaviors rather than on employee attitudes. These models define what works and what doesn't for each individual. Then all employees can understand how they fit within the work unit.

Quick Quiz

Are your managers effective at the following?

- **Recognizing the difference** between job performance and work habits? (Your managers should be able to understand that work habits discussion is not coaching and requires different skills for successful resolution.)
- **Understanding** that unsatisfactory work habits must be dealt with effectively? (Your managers should be doing this quickly and effectively before the situation demands disciplinary action.)
- **Explaining clearly** and specifically the nature of the team member's unsatisfactory work habit? (Managers must focus on behaviors rather than attitude.)
- **Using an action plan** and ongoing reviews to help team members improve work habits? (Managers should give employees opportunities to demonstrate personal accountability.)

Improving Work Habits has effectively helped thousands of leaders correct bad employee work habits. Clients find that it helps managers learn to clearly and specifically communicate the nature of a problem. It provides a process for working with the individual to develop a plan for addressing the issues while maintaining self- esteem and increasing accountability.

Our field experience is that managers who address their team members' work habit issues effectively develop more successful business units and ultimately have a more positive impact on productivity and profitability.

To learn more about our *Improving Work Habits* course and other leadership courses available in both classroom and online e-learning formats: go to <http://rpchr.com/online-e-learning.html>

Essential Skills of Leadership
Essential Skills of Communicating
Hiring Winning Talent
Retaining Winning Talent
Coaching Job Skills
And more. . .

Quote for the Month:

I never did anything by accident, nor did any of my inventions come by accident; they came by work. - Thomas A. Edison

With appreciation,
Ken Ivey, Vice President
RPC

Sources: *Improving Employee Work Habits*, (2006), Vital Learning Corporation.

Laff, Michael (July, 2006). *Successfully Managing Stress*. Training and Development.

Any room for improvement in your business?

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