

Improving Results

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By Facing Our Challenges, We Discover Our Potential

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Developing Trust Will Boost Morale

Trust is an essential part of good morale within any organization. Without trust often there is fear. Fear will hold your people back from trying new things, being innovative, and offering up ideas. Morale tends to be very low without trust and people may just do what is necessary to get by.

Good performance starts with honest, open communication, and trust among the entire staff. Everyone must feel that their opinion counts and that they are free to ask questions. Plus words and actions must be congruent. No hidden agendas. If you say one thing and do another, people will believe your actions not your words.



As a manager, leader, owner, CEO, or president of a company building trust and boosting morale starts with you! Take these steps and start today.

- ✓ Give your employees/staff the tools needed to complete their tasks. The best way to know what their needs are is by asking them directly.
- ✓ Communicate the strategy, direction, mission, vision, values, and goals to all of your staff. Allow them to ask questions and/or participate in the priorities for the company. This will help keep people focused and motivated on the end results.

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Disengaged Managers Are A Leading Cause Of Disengaged Employees!

In developing strategies for dealing with disengaged employees, one unspoken assumption is that “employee” means “front-line worker.” Certainly if there is disengagement, then the problem does exist in the trenches, and must be addressed.

However, managers are also employees; and as such, they might also be disengaged. Worse yet, a disengaged manager is a leading cause of disengaged employees.



How could a manager be a disengaged employee? Is there not a daily rush of adrenaline thanks to the stimulating meetings, the high-stakes decisions, the varied responsibilities, and the unwavering loyalty from within the department?

First, is a manager an employee? Yes, an employee who reports to his or her own manager; an employee with duties, deliverables, and deadlines; and an employee whose job, by design, strongly influences the behaviour and attitudes of other employees.

Second, how could a manager become disengaged? Surely this person was fully engaged when promoted. Well, a manager may face frustration or overwork. The corporate goals may not be clear. There may be responsibility without authority; workload without budget; a need for new skills without the time for training. Or, a manager may be in an organization that does not support initiative or innovation.

All of these are well-recognized causes of employee disengagement. Nor is the manager a super-human. Yes, a manager may become disengaged.

Can a manager be responsible for causing employee disengagement?

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One Minute Ideas

Gulf of Mexico Oil Spill

GreaterGood.org is partnering with [The Animal Rescue Site](http://TheAnimalRescueSite.com) to provide donations to support saving the lives of countless animals impacted by the toxic oil resulting from the Deepwater Horizon oil rig explosion. **You** can help by donating today!

Oil coats sea birds, limiting their ability to fly, float, and regulate body temperature. It devastates marine animals, damaging respiratory and reproductive systems, injuring eyes, and causing organ and tissue damage when ingested. Damage caused by oil spills can go on for decades.



100% of donations go directly to wildlife support and it's 100% tax deductible!

[CLICK HERE TO DONATE TODAY!](#)



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- ✓ Communication is the key! Make sure everyone feels comfortable to ask questions, offer suggestions, and/or disagree without any repercussions. This engagement will help in the participation of successful outcomes.

With your entire staff aligned on the direction/goals of the company and feeling like their opinion counts, and being able to communicate freely will build trust, boost morale, and create an happy productive workforce. **Success breeds success!**

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"Wise are those who learn that the bottom line doesn't always have to be their top priority."
~ William Arthur Ward

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Consider some of the questions in an Organizational Development survey: *“Does my organization celebrate accomplishments? Does my manager make people feel safe in speaking up, in dissenting, or in making suggestions? Do people in my department feel appreciated? Do I have or expect to receive the training I need to do my job?”* From the front-line employee’s viewpoint, who is responsible here? The department manager is responsible.



Also, the manager is an employee who assigns priorities and allocates resources. The manager is in a position to energize the department, or to frustrate every person on staff. A disengaged manager lacks the energy and enthusiasm to train, motivate or develop their staff; to seek out new challenges, or to determine which employees can effectively be mentored to make the best of new opportunities. A disengaged manager cannot take the time to understand the strengths and weaknesses of each staff member, or to coach their development. Most of the remedies for disengagement among front-line employees require action by their managers – actions which are beyond the capabilities of a disengaged manager.

At the executive level, several remedial actions are indicated.

First – Determine your organization’s current situation. Determine to what degree is employee disengagement a problem. Do managers share the malaise?

Second – Plan a specific course of action. Does the organization have clear goals, which are clearly communicated? Are there clear accountabilities and responsibilities, with the empowerment that these require? Are “development” and “training” given more than lip service?

Third – Implement these measures, and make them real for your management staff. Then they can make it real in their departments.

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"You can't operate a company by fear, because the way to eliminate fear is to avoid criticism. And the way to avoid criticism is to do nothing."
~ Steve Ross

