
Performance Solutions

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THE JENKS GROUP - A STRATEGIC SERVICES COMPANY

The Top 10 Traits of Superstar Business People

Emotional Intelligence is more important than IQ in superstar success.

1. They listen well and have great oral communication skills.

They have mastered the art of listening, can hold off giving their opinion, and keep an open mind to what is being said. They also can speak in a positive, friendly and encouraging manner even when giving constructive feedback.

2. They are adaptable and have creative responses to setbacks and obstacles.

These super star performers look creatively and hopefully at setbacks and turn those obstacles into opportunities.

3. Highly successful people have strong personal management skills and confidence.

They don't need to have someone constantly supervising them to complete the job. They do things in an organized manner and are confident of the outcome.

4. Highly effective business people possess group and interpersonal effectiveness.

Top performers have exceptional group skills in cooperation, teamwork, and negotiating skills.

5. They are effective in the organization they work in.

They want to make a contribution to the organization and have leadership potential. They often start with informal power and then are promoted to formal leadership.

6. They possess the emotional skill of self-control.

They are composed under pressure and remain calm, confident, and dependable.

7. They are conscientious.

Peak performers take responsibility to fix problems and then move on.

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Great Job! Thanks.

Are You An Effective Manager?

You may have been managing people for years. You think that you know the ins and outs of managing people and running your department, but your boss says that you aren't meeting the company goals. You're cautioned to "get it (budget) in line or else." You think, "I am doing fine...the boss is being unrealistic."

Or perhaps you've just been promoted to your first supervisory position. Your boss calls you in on Thursday, tells you how good of a job you are doing, shakes your hand, and tells you that starting Monday that you are in charge. No training, no guidance, just "do it." It's great to get a promotion, but don't you wish you could have some training to be able to motivate others to do what you had done so well? To be able to deal with people in this new position?

Your role as manager/supervisor is critical to organizational success. You are directly and indirectly responsible for the productivity of yourself and each of those individuals whom you supervise. Your functions now include establishing goals and priorities, planning, staffing, controlling, motivating, and producing for a profit. You will be called upon to be many things to many people.

What happens if the people who report directly to you or your team buck the system? No matter how hard you try to get them to do their work, to meet deadlines, be on time, or comply with standards, they do just enough to keep from getting fired.

Stop blaming others. Look to yourself. Are you managing like a 19th century autocratic boss or a 21st century leader?

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Motivational Quotes

The mind covers more ground than the heart but goes less far.

– Chinese Proverb

If to talk to oneself when alone is folly, it must be doubly unwise to listen to oneself in the presence of others.

– Baltasar Gracian

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8. High performers are trustworthy.

They have high integrity, with concern for the needs of others.

9. Our superstars have great social skills.

They are empathetic, sensitive and show tact for all levels of workers around them.

10. They build bonds and leverage diversity.

They demonstrate cooperation, appreciate, and enroll the diversity of people around them.

Submitted by Iris Fanning, Coach University Trained; M.A.- Psychology Counseling and Guidance; B.S. Psychology; *Popular Success*.

Continued from page one - *Manager*

To meet today's challenges, you must ask yourself some difficult questions.

Rate yourself on the following questions:

Am I the best I can be?

Do I provide goal directed leadership?

Do I meet the needs of my people while satisfying the needs of the company?

Do I improve the productivity of my department and my team?

Am I current in my understanding and use of "people knowledge" and techniques to help individuals excel?

Am I operating with yesterday's knowledge in today's world?

Am I effective as a supervisor?

Can I become more effective?

Do I want to become more effective?

How can I become a better supervisor and/or manager?

Take a look at how your approach to management and supervising shapes up with what the management gurus consider the "right way." Then set an action plan to develop the necessary skill. ***To have you must become!***

For more information about becoming a better manager, supervisor or leader contact **The Jenks Group, 925-299-0359**, today!

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'To meet today's challenges, you must ask yourself some difficult questions.'

Rate yourself on a scale from 1 to 10 for each question.

(10 being the best)

Food For Thought

Did you know?

Question: *Why doesn't drinking water cool your mouth after eating spicy food?*

Answer: The spices in most of the hot foods that we eat are oily, and, like your elementary school science teacher taught you, oil and water don't mix. In this case, the water just rolls over the oily spices.

So what can you do to calm your aching tongue? Try one of these three methods. Eat bread. The bread will absorb the oily spices. A second solution is to drink milk. Milk contains a substance called "casein" which will bind to the spices and carry them away. Finally, you could drink something alcoholic. Alcohol will dissolve the oily spices. (Good reason for a drink!!!)

Question: *They weren't invented in France, so why does everybody call them "french fries?"*

Answer: It's true; the french fry wasn't invented in France. (Its origin is probably Belgian.) But the "french" in french fries doesn't refer to its country of origin, it refers to the way in which this side dish is prepared.

Food that is cut into strips is said to be "frenched." Since french fries are strips of potato that have been fried, they became known as french fried potatoes, or "french fries."



Question: *Why is it called a "hamburger" if it doesn't contain ham?*

Answer: At first glance, it seems that the word "hamburger" is a combination of the words "ham" and "burger." Therefore, one naturally assumes that a hamburger is a burger that contains ham. But the word "hamburger" actually traces its roots back to Hamburg Germany, where people used to eat a similar food called the "Hamburg steak." Eventually, the Hamburg steak made its way to the United States, where people shortened its name to "hamburger."

Submitted by Rod Seba

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Performance Solutions

1 Wallabi Court

Lafayette, CA 94549

925-299-0359 925-299-0356 Fax

E-mail: ejenks@thejenksgroup.com

www.thejenksgroup.com

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A Lesson - One Stroke At A Time!



“One stroke at a time.” In a recent interview, Tiger Woods shared this simple formula for success. He further revealed that his habit of focusing on the task at hand and not the previous stroke nor the next stroke keeps him self-disciplined.

The Tiger Woods “One stroke at a time” philosophy is a brilliant example of short-term goal setting and more importantly goal accomplishment. Each stroke is a short-term goal. The obstacles are viewed from club selection, to hazards and weather conditions. Solutions appear to be instantaneously created with action steps quickly following. With

the completion of each short-term goal, Tiger Woods is that much closer to completing the long-term goal of completing and hopefully winning the game. Each completed game then reverts to a short-term goal allowing him to work towards his long-term goal or dream of being the very best golfer in the game of golf past, present and future.

Goal setting is a behavior that when used consistently and correctly, guarantees success almost 98% of the time. The problem is that many individuals look to long-term goals and do not include supporting short-term goals. Short-term goals, “one stroke at a time”, are the foundation for the successful completion of long-term goals.

Tiger Woods’ positive attitude about the past and the future also greatly contributes to his ability to achieve his goals. Attitudes are really habits of thought. Tiger’s habit of thought by focusing on the present allows him to stay self-disciplined and self-directed thereby accomplishing both short- and long-term goals.

With over 20 years practice, Tiger has mastered the physical skills of golf and has developed extensive knowledge about this sport through years of application. His skill level supports his positive attitudes and goal setting behavior.

Finally, Tiger Woods also revealed that even though becoming the best golfer the world has ever seen is his long-term goal, he realizes that his life must have balance. We can see and hear of this balance when Tiger talks about family and friends.

Everyone can take a lesson from this young man on how to begin to accomplish your own goals both personally and professionally:

- *Develop and maintain positive attitudes*
- *Become an expert*
- *Stay balanced and remember ~*

“One stroke at a time.”

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A Way to Make Things Happen

Take responsibility for making it happen!

When you sincerely take responsibility to make something happen, you evoke all your best resources, and synchronistic events happen...the Universe just seems to help out.

Effective Management

An effective way to keep in touch with the way other managers and companies deal with problems similar to yours is networking, or making contacts with managers in other companies to whom you can turn for suggestions and ideas. Organizations that have achieved success in a certain area are often willing to share their techniques and methods. They provide benchmarking that other companies can emulate.

Ouch... Calculating Turnover

Turnover is usually calculated by dividing the number of people leaving a company each month by the average number of employees on the payroll for that month (multiply by 100 to get a percentage).



Trouble Finding Employees?

Tap A Rich Source Of Able Job Candidates

The next time you have trouble filling a job, think disabled. With often minor accommodations, you can tap into a chronically underemployed workforce of some 54 million people with disabilities.

Only 30% of working-age people with disabilities are employed, compared to 80% of nondisabled adults, says the National Organization on Disability. And if you're worried about having to make expensive accommodations for employees with disabilities, don't: On average, it costs between \$50 and \$100 for each employee, says the federal Office of Technology Services.



You can recruit candidates with disabilities through national organizations such as JobAccess (www.jobaccess.org) and National Business & Disability Council (www.Business-Disability.com).

Source: Adapted from *HRFocus*, American Management Association (800) 262-9699.

A Strategic Services Company
The Jenks Group 925-299-0359 or Fax 925-299-0356

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*1 Wallabi Court
Lafayette, CA 94549*

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