

Performance Solutions

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THE JENKS GROUP - A STRATEGIC SERVICES COMPANY

Successful Daily Habits

Make it a habit to end every working day by doing these things:

Clear your desk. Never leave your desk messy. Put everything in a file or to-do folder and in a designated spot. You will start each day off on a positive note. An uncluttered desk will also help to keep you organized and possibly prioritized. (You'll get tired of seeing the things you haven't finished in your to-do folder and finally do it to get it off your mind.)

Reflect upon the day. Ask yourself some questions and evaluate yourself.

- "Did I accomplish a goal today and did I record it in my goals accomplished journal?"
- "Did I spend my time wisely today?"
- "Am I moving closer or farther away from my dreams and goals?"
- "Would I do anything differently if I could do it over again?"

Plan for the next day. Transfer your tasks in your daily planner, make a prioritized list of to-do's, and list the goal(s) that must be accomplished. By planning for the next day today you will relieve stress and be prepared to be off to a fast start tomorrow.

– Sorrell Associates

Motivational Quotes

Look at everything as though you were seeing it either for the first or last time.

– Betty Smith

Leadership is practiced not so much in words as in attitude and in actions.

– Harold S. Geneen



'Some stellar worker bees won't make good supervisors.'

Identifying Employees To Promote

As much as you may enjoy promoting deserving employees into positions of management, proceed with care. Some stellar worker bees won't make good supervisors. What's more, they may prefer to remain in their current roles.

Look for these five characteristics in those you want to promote:

▪ Motivation.

Ideally, you want to assemble a team of self-directed managers who are driven to succeed. If they express a desire to embrace new challenges—such as managing people—that's a positive sign. If they're eager to excel, they probably can inspire a team to excel, too.

▪ Conflict management.

Promote those who demonstrate leadership in the face of conflict. The best managers grapple with conflicts without flinching. They realize that their success depends on doing what's right, not just making friends with their staffs.

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Easy Way To Keep Up With E-mail:

In one survey, researchers found half of all big web sites took four to five days to answer e-mail.

Smaller sites are not doing much better in many cases.

I was interested in purchasing a \$400 piece of software. I e-mailed three sites with two brief questions, making it very clear I was ready to buy, NOW! I didn't hear back from any of them.

It isn't that business owners are lazy. Tackling a stack of e-mail isn't much fun for most people. Most of us don't particularly enjoy writing. You can keep up with lots of e-mail fast and easily by using pre-written answers.

**Tackling a
stack of e-mail
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for most people.**

Every business answers the same questions over and over. When you type an answer, save it in a file on your computer's desktop. The next time someone asks the question, copy and paste the answer into your reply.

This simple strategy cuts the time needed for email by a factor of ten. One smart company has a secretary competently answer the day's e-mail in about 20 minutes.

Reprint permission granted by Kevin Nunley who can be reached at (801) 253-4536, or e-mail him at: DrNunley@aol.com.

Computer Tip —

Help Your Computer Breathe Easier

Your computer stays cool by using a fan to circulate air through the case. In time, the airways can get plugged with dust and other particles, causing your computer to run hotter than normal. Vacuuming the air inlets and outlets periodically is a good idea, and a thorough (inside and out) cleaning once a year is a good way to keep everything clean and cool. Many computer stores will provide this service, or you can do it yourself if you know your way around the inside of a computer.



Continued from page one – *Identifying Employees*

▪ Independence.

You want outspoken leaders who are willing to buck conventional wisdom and challenge "the way things are always done around here." A spineless "yes" person who marches in lock-step with the top brass will make a poor leader.

▪ Ability.

Managers need to master a toolbox full of skills such as time management, interpersonal communication and delegation. Promote those who show they already possess these strengths.

▪ Respect.

Managers must command their teams' respect. Do other workers look up to this person? If not, set your sights on someone else.

Source: Emory Mulling, writing in *Atlanta Business Chronicle*, American City Business Journals Inc., Atlanta, GA 30309.

Web Site Of The Month!

Strong Numbers A pricing database that describes itself as "the Blue Book for everything," provides a comprehensive product and price reference guide for e-commerce sites, retailers, and manufacturers. You can check them out at: <http://www.strongnumbers.com/>

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Performance Solutions

3466 Mt. Diablo Blvd, Ste C-201
Lafayette, CA 94549

925-299-0359 925-299-0356 Fax

E-mail: sjenks@thejenksgroup.com

www.thejenksgroup.com

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The Best Manager

The following are the top five traits every manager should practice. As a leader, basic necessities such as organizational and communication skills and an influential personality are given expectations. These are characteristics that too many in power often lack.

1) Go Where They Are

A good manager will know that to get the support from his/her workers will require the effort to work WITH them in order to achieve the level of success desired. Expecting someone to be at a level they cannot achieve only decreases employee self-esteem and thus, the morale of the company.

2) Know Your Employees

Allow yourself the opportunity to develop friendships with your co-workers. Invest time in them and loyalty becomes more possible since an emotional connection has been established.

3) Be Observant

Recognize when conflicts arise. Some people may feel uneasy in the work environment for various reasons and you are ultimately responsible to ensure that they are comfortable.

4) Use Collaborative Approaches

Rather than avoiding a conflict or simply compromising, focus on working together to find a solution where all parties benefit. Compromising doesn't solve a thing since it is essentially a lose-lose situation.

5) Be Open-Minded

And keep your office door open for that matter. Make your employees feel that they can come to you with anything they are concerned about. Let them offer suggestions, and in some cases, allow them opportunities to be involved in the decision-making process.

Reprint permission by Jeremy Bennett



"Miss Adamson, pluck someone from nowhere and put him in a position of responsibility."

Password Tips

Be careful when choosing passwords. Easily guessed passwords can expose you to security risks. Don't use simple dictionary words or your birthday, but rather mix in numbers and even some capital letters. If you have trouble remembering, find a safe place to store a list of your passwords in case you forget one.

Don't be disquieted in time of adversity. Be firm with dignity and self-reliant with vigor.

one **minute ideas**

Manage Your Time Better

Technology should save you time but often does not. Here are some time-wasters that you may be unaware of committing.

- Waiting for your computer to boot up.
- Watching your computer connect to the Internet.
- Waiting for your computer to print copies.
- Surfing the net without a specific goal or topic to research.
- Too many programs open at the same time causing your computer to run slower.

These time-wasters add up.

Solution: Keep a stack of tasks you can work on while you are waiting for your computer (e.g., reading mail, filling out shipping papers, signing documents).

— Gary Sorrell

Make Contacting Others Easy For New Employees

Provide each person in the company with a list of internal phone numbers and their titles. This will help save time and stress for new employees (and existing employees) that are trying to find out who to turn to when a specific question arises.



'HARVEST' Word Of Mouth

Surveys often show that most businesses get most of their new customers from word of mouth. When one satisfied customer tells a friend about you, it is the most potent and powerful advertising you can get. Here are some things that create good word of mouth for your business, product, service, or idea.

- Put a bit of surprise in your product or service. If people are surprised at the quality you provide, they will tell others.
- You can get the same result by surprising customers with your speed, friendly service, or expert information.
- Do something nice for your community. Sponsor a clean-up program, help a disadvantaged group, come to the rescue of a child or family in the news.
- People notice and see you as a force for good in the community. You get visibility, credibility, and public goodwill that often results in better sales (not to mention the satisfaction of doing a good deed).
- Give a trial product or service to opinion leaders like experts, journalists, managers, and consultants. They will spread the word for you.



– Adapted from Smartbiz.com

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

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3466 Mt. Diablo Blvd, Ste C-201
Lafayette, CA 94549

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