



The Blake Group
Organizational Consulting LLC

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Leadership In-Sight: monthly musings about leading, managing and minding your business

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Thanks for reading.

Quick Communication Tune Up Tips for the New Year

"The biggest problem with leadership communication is the illusion that it has occurred."

Boyd Clarke & Ron Crossland, *The Leaders Voice*™

It is a New Year -- what better time to reflect on what's working and what needs work; for example communication. Every year, trainers and managers rank it as one of the top 10 training and challenge topics. In many cases, we know we need help with communication because problems have already occurred:

- Profits are down because information and resources weren't shared;
- coworkers are resisting the path of change;
- supervisors don't know how to interact with employees or tap into strengths; or
- opportunities for real improvement are missed because of ineffective or non-existent performance management.

Whether it's the way we talk, listen, or react to certain individual styles, and situations, improving communication is the most important investment we can make in our professional and personal lives. With the right tools, we have the capacity to address communication before problems occur.

Your Management Responsibilities

1. **Define policies and objectives.** Ensure they are understood and accepted. You can work on the clarity of your organizational vision and purpose by asking a few basic questions:
 - Does the way we define the business pull us together in a way that makes sense?
 - Does the way we define the business concentrate on real opportunities for the years ahead?
 - Do our strategies make sense for our company and our times?
 - Do our strategies provide us the right direction?
 - Do our objectives clearly state our key targets?
 - Do our objectives specify success measures?
2. **Specify roles and responsibilities.** Each employee must take responsibility for the work he or she performs. Individual and team performance is the key to achieving management's objectives.
3. **Specify and communicate expectations.** Identify and allocate resources to achieve them. Before taking responsibility for their work, employees must possess
 - knowledge of management's expectations,
 - knowledge of why the task is being performed, and
 - empowerment to carry out assigned tasks.
4. **Strive to improve.** Management creates an environment that encourages employees to improve the quality of the work and work processes with which they are associated.

<p>Forward this to your friends and colleagues.</p> <p>2013 - Celebrating 20 years of service to organizations and individuals.</p>	<ol style="list-style-type: none"> 5. Invest in your people. Management ensures each employee is capable of performing his/her assigned tasks. Employees should be afforded the appropriate education and training, including professional development and on-the-job training. 6. Ensure the right people have the right information at the right time. Make information needed to make decisions available to employees when they need it. 7. Seek and use relevant experience. Collaborate and use each other as a resource. 8. Plan and control work. Work is carefully planned and controlled to ensure that management's objectives are met. This requires that needs be thought out, organizational goals be identified, lines of communication be established, and required talent be provided. 9. Use the right material, tools, and processes. Control any changes to them. 10. Assess work to ensure it meets expectations. All employees assess their efforts and determine whether they have accomplished what they set out to do as part of meeting management's expectations. The assessments are performed by individuals who are performance-oriented and focused on improving product and service quality. 11. Identify and remedy errors and deficiencies. Problems should be identified, documented, analyzed, and resolved. Foster a no-fault attitude with which problems are viewed as opportunities for improvement, not punishment. 12. Management, at all levels, continually assesses its systems and processes. These assessments determine the effectiveness of the management process, rather than establishing compliance with organization and statutory requirements. They address broad categories or management issues, such as the mission of the organization, employee understanding of management's objectives, and customer expectations. <p>Excerpted from: <i>Leading the Total Quality Mission: aligning principles, practices & management</i>, and <i>Leading Continuous Improvement: building capability & commitment</i> by Orlando Blake, Ph.D., CPT.</p> <p>Both e-books are available from Get-To-The-Point-Books for \$12.95 each or \$19.95 for the set. Click here to order now.</p> <p>© 2014 Orlando E. Blake, PhD. CPT. All rights reserved.</p>
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Or call us: 877.844.4969 or 520.455.9393

The Blake Group, HC 1 Box 577, Elgin Arizona 85611