

# Right Management's PowerRecap

November 2008



## Balancing People & Operations

Ideas for how to drive results without driving burn-out.

- 1) **Start with yourself...** Ask if your own behaviour is balanced. Are you aligning what you say and do with the value of people, even when you're stressed and under the gun?
- 2) **Communication and connection...** Communication is critical, but it's more than what you say, it's how you say it. Trust is the cornerstone for engaging your team in driving ever increasing targets. Make your communication forthright and meaningful; be consistent, be authentic and be empathetic.
- 3) **Think integration...** Rewards, values, behaviours, consequences and remuneration all need to be aligned.
- 4) **Be courageous...** Top performers who ignore the values shouldn't get a free pass. Make the tough calls on what will and won't be tolerated and live your company values.
- 5) **It starts with selection...** Know what kind of talent you need to drive performance on your team. Hire for that and be relentless in giving your people the tools they need to be successful.
- 6) **Be as transparent as you can...** People will understand the tough calls when they know the rationale behind the decisions. Share what you can, and enlist your team in finding new and better ways to get the job done.
- 7) **Develop yourself continuously...** take time for self-development and reflection. Use networks, books, references, resources, mentors and coaches...don't be afraid to ask for help.

### Workplace Fast Facts:

- Over 50% of CEO's and workers agree that their workplaces are not as productive as they can be;
- 71% of working Canadians point to stress, burnout and other mental health issues as impacting productivity;
- 79% of CEO's cite effective training programs as boosting productivity; and,
- 64% of working Canadians site management practices.

Source: HRPAO, June 2005

Right Management is the leading global provider of integrated human capital consulting solutions. We offer much more than advice. We partner with our clients to create a people strategy that will achieve sustainable business results. Our four areas of expertise include, Talent Attraction and Assessment; Leadership Development; Employee Engagement and Alignment; and Career Transition. Right Management is a wholly owned subsidiary of Manpower Inc.

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