

The Mentor Minute

Canada's leading consultants share their favourite tips and techniques.

About the Walk the Talk Awards:

The Walk the Talk survey and awards are conducted annually and honour organizations that demonstrate positive people practices as voted for by their employees.

The goal of the program is to take the pulse of employees across Canada and to educate employers about what employees are looking for in an ideal workplace and culture.

To find out more information on the awards, or to download the 2008 survey results, visit:

www.walkthetalkers.com

Or contact Catharine Fennell at 416-840-7600

Walking the Talk

Ideas drawn from participants in the 2008 Walk the Talk survey

As part of the 2008 Walk the Talk survey, Canadian employees were asked to rate their employers on a variety of people and business practices and what "walking the talk" actually means. We reviewed hundreds of responses and here are our favourite top 20 ideas (as stated by employees) on how leaders can "walk the talk":

1. Have clear, understandable goals
2. Don't just measure success by numbers but by progress, effort and impact
3. Support employees through personal challenges by providing time, understanding and flexibility
4. Respect personal balance: don't schedule "must-attend" meetings on the weekend
5. Ask how people are... and REALLY listen when they answer
6. Ask your staff to rate your management as part of their performance reviews
7. Have an employee suggestion box and act on as many ideas that you can and if you can't follow through on a suggestion, explain why and what you can do instead
8. When things go wrong, first look in the mirror to see if there was something that you could have done differently
9. Be transparent... share the good, the bad and the ugly as it relates to your business results
10. Trust your team
11. Discuss failures regularly... that's how we learn how to do it better next time
12. Remove all distractions when in one-on-one meetings... turn off the blackberry, email and phone and show up for meetings on time
13. Deal with conflict quickly and calmly
14. Be honest about what's expected and when people fall short of performance... don't sugar-coat your feedback
15. Support people by providing the right training, tools and ongoing feedback
16. Don't tolerate abusive behaviour from any employee – regardless of how big a contributor
17. Be able to explain the reason for your decision... but be open-minded to change your mind if new information emerges
18. Admit when you've made the wrong decision and apologize when your behaviour was out of line
19. Make tough decisions quickly, fairly and with compassion
20. **BE REAL**

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