



The Human Factor

Releasing the Power of Your People



December 2009

A publication of Executive Power Coaching | www.executive-power.com

Volume 9 Issue 12

Five Levels of Problem Solvers

Managers, please understand that employees fall into one of these five profiles...what are the risks and costs for keeping level 1 and 2's? There is value in level 3 and 4's, and level 5 "Problem Eliminators" ultimately save you money!

Level 1: Problem Avoiders

Inherently blind to or in denial of problems right in front of them. This is especially true if they created the problem. They do not want to be associated with anything that could hurt their reputations.

Level 2: Problem Identifiers

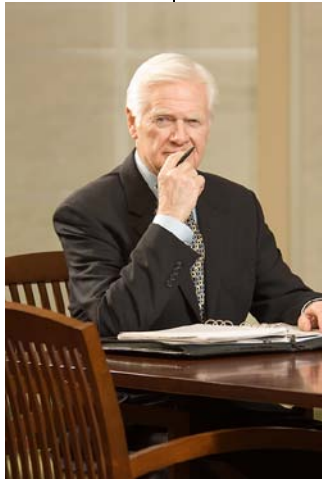
Like Avoiders, they can see there is a problem, but do not think it is their responsibility to do anything about it, because the problem does not directly or overtly affect them and they have their own problems to deal with.

Continued on page two – Problem-Solvers

Inside This Issue

1. *Five Levels of Problem Solvers*
1. *The Cost of Keeping Non-Performers*
2. *Behaviors for Success*
3. *One Minute Ideas*
3. *How Can You Effectively Criticize a Co-Worker?*
4. *Ideals*
4. *New Look for The Human Factor*

All articles, quotes, and material in this newsletter are copyrighted. © 2009. No part can be reproduced in any form without specific written consent from copyright holder(s). All rights reserved worldwide.



Do You Have Non-Performers in Your Organization?

The Cost of Keeping Non-Performers

You may be surprised by the amount of money that is wasted when you have non-performers in your business. With businesses feeling the economic crunch, it is important to be able to recognize those who are hard workers, and those who are costing you money. There are many reasons why eliminating the non-performers in your business is a smart business move.

Here are some reasons why you **should not keep** the non-performers in your company:

1. ***They Cause Poor Customer Service*** – If you have a non-performer in your place of business, their attitude is going to come through to your clientele. Non-performers do not feel impelled to give good customer service and often don't want to do anything to help the company. Your clientele doesn't want to deal with someone who is not catering to their needs, especially when they are buying from you.
2. ***They Cost You A Lot Of Money*** – When a non-performer is not doing his or her job, it is costing you money and productivity. Plus, you may be missing out on gaining new clientele. Having an employee that works hard and gets the job done, is what will help your business grow and to be more competitive. It is your responsibility as a leader, manager, owner, etc... to keep productivity high and the employees focused on the company goals.
3. ***They Bring Down Morale*** – Because the non-performer is not doing his or her work; it often means that someone else has to complete the tasks. This causes frustrations amongst the employees and causes the morale to decrease. Having a

Continued on page two – Non-Performers



Continued from page one – **Problem-Solvers**

Level 3: Problem Reporters

Can see there is a problem, but want someone else to deal with it. After all, they may not have created it and they may think they are not required or paid enough to fix it.

Level 4: Problem Solvers

The hero *or white knight*, they are eager to solve the problems that pop up. They often have good intentions and mean to be helpful, but in reality, they think that they saved the day and you are lucky to have them on your team. It is good to have problem solvers, but do not let them stop until the cause of the problem has been eliminated.



Level 5: Problem Eliminators

Anticipates and addresses problem situations before they become a crisis. They examine the root cause of a problem and they address the issues and implement actions to prevent the problem from reoccurring.

Written by Bill Maloney and adapted with permission. Copyright protected worldwide. All rights reserved

Behaviors For Success

Busy professionals with a strong desire to achieve sometimes fall into slumps which can destroy their creative drive. Do your best to avoid these slumps by accepting that you cannot do everything. Choose to delegate responsibilities to others qualified to perform the task and enlist them to share your goals for success.

- ◆ **Be a lifetime learner** – Don't assume you've learned all you need to know. Have a plan for personal growth and work on challenging goals in all areas of your life.
- ◆ **Be proactive** – Solve problems before they occur. Carefully plan procedures to prevent problems and proper handling in the event they do happen.
- ◆ **Communicate your goals** and let others know how they can help you achieve them. Listen carefully to information they provide you.

Continued from page one – **Non-Performers**



decrease in employee morale can lead to lower productivity and means that you have the potential for creating more non-performers. The Gallup organization estimates in their latest polls, that over 70% of your employees are disengaged. One of the main causes of disengagement is allowing poor performance to continue. If non-performers are not dealt with, you risk losing employees and clientele.



When you eliminate non-performers from the payroll, your business can grow and prosper.

Non-performers in your business are a cancer to your workforce and plague to your bottom line. As a business owner, it is your responsibility to get to know your employees, keep them focused & productive, and to keep others from becoming a non-performer.

Non-performers will only decrease your chances to increase your revenues. With the morale that is lost, the money that is wasted, and the poor customer service provided, these non-performers cost you significant money. Gallup estimates these non-performers cost American industry over \$350 Billion per year – what are they costing you?

What gets measured gets done!

Copyright protected, Sorrell Associates, LLC all rights reserved

Belief

Belief is the knowledge that we can do something. It's the inner feeling that which we undertake, we can accomplish. For the most part, all of us have the ability to look at something and know whether or not we can do it. So, in belief there is power: our eyes are opened; our opportunities become apparent; our visions become realities.

“In the moment that you carry this conviction... in that moment your dream will become a reality”

~ Robert Collier

How Can You Effectively Criticize A Coworker?

One way to effectively criticize a coworker is to create the perception of a common goal. Choosing the right words helps. It is important to use a cooperative vocabulary. Instead of saying, "Unless you get moving fast on those statistics, I'm not going to be able to get this report done on time," try emphasizing the common goal: "We could get our report done quickly if you firm up the statistical data while I enter the text." Use words like *we* and *our*.

The second way is to show how a peer's performance affects both of you. So instead of saying, "Get to the meeting on time," try something like, "Look, when you're late, it makes you look bad, it makes me look bad, and we don't get the next project. If we're both on time, we do." Now you've made a permissible criticism. You're saying, it is my business, because it affects my job.



A third tactic is to agree with the coworker, but point out that somebody else higher up would disagree. You say something like, "You know, I used to do it this way because it's easier. But when Jack finds out about this, he's going to make you do it over." Now you've aligned yourself with the person.

~ Author unknown

World Aids Day - December 1st

Around forty million people are living with HIV throughout the world - and that number increases in every region every day. World AIDS Day, December 1st is an opportunity for people worldwide to unite in the fight against HIV and AIDS.



Read more... [World AIDS Day](#)

IRS 2009 Standard Mileage Rates

The Internal Revenue Service mileage rates for calculating the deductible costs of operating an automobile for business, charitable, medical or moving purposes, were published in January 2009.

The standard mileage rates for the use of a car (inc. vans, pickups or panel trucks) is:

- 55 cents per mile for business miles driven;
- 24 cents per mile driven for medical or moving purposes; and
- 14 cents per mile driven in service of charitable organizations.



Just a reminder as we end the year and begin gathering all of the information and documents for filing taxes.



One Minute Ideas

How Many Businesses Open And Close Each Year?

An estimated 627,200 new employer firms began operations in 2008, and 595,600 firms closed that year. This amounts to an annual turnover of about 10 percent for entry and 10 percent for exit. Non-employer firms have turnover rates three times as high as those of employer firms, mostly because of easier entry and exit conditions.

How Do Regulations Affect Small Firms?

Very small firms with fewer than 20 employees annually spend 45 percent more per employee than larger firms to comply with federal regulations. These very small firms spend four and a half times as much per employee to comply with environmental regulations and 67 percent more per employee on tax compliance than their larger counterparts.

*Life is like a ten-speed bike.
Most of us have gears we never use.*

~ Charles Schulz, Cartoonist

Don't miss next month's issue.

Subscribe now - **FREE!**

The Human Factor

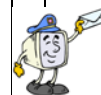
2717 N. Grandview Blvd. Suite 109

Waukesha, WI 53188

Tel: 262-523-1900

info@executive-power.com

<http://executive-power.com/newsletter.php>





Ideals



As you think, you travel. As you love, you attract.
 You are today where yesterday's thoughts have brought you.
 You will be tomorrow where today's thoughts take you.
 You cannot escape the results of your thoughts.
 You can endure and learn. You can accept and be glad.

You will realize the vision, not the idle wish of your heart, be that vision blasé or beautiful, or a mixture of both.

For you will always gravitate toward that which you secretly love.

In your hand will be placed the exact result of your thoughts.

You will receive that which you earn, no more, no less.

Whatever your environment or circumstances may be; you will fall, remain, or rise with your thoughts, your wisdom, your ideals.

You will become as small as your controlling desire, and as great as your dominant aspirations.

~ James Allen

People often say that motivation doesn't last. Well, neither does bathing - that's why we recommend it daily.

~ Zig Ziglar



New Look for "The Human Factor!"

we're upgrading so we can add more value

The Human Factor Newsletter will have a new look for 2010. With all of the changes going on in our business world, we are upgrading our content and format to meet your needs in this "New Economy." Look for your January newsletter and let us know what you think. We'll give you a direct link in next month's issue to give us your feedback.



Until then – Our wish for you here at Executive Power is for a Very Joyous and Merry Christmas and a Wonderful New Year for each and every one of you.

2010 looks to be shaping up to be a banner year for us here as the business world shakes off the blanket of '09. Businesses are planning for the future again, inventories are increasing, our clients are hiring, new leaders are moving into roles of importance and in need of new skills, and challenges associated with business growth are starting to rear their heads again.

Enjoy the holidays and we'll see you in January!

Happy Holidays

