

Lazy Days of Summer-make them a triple win

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We are nearing the end of the summer and that also means the third quarter is coming to a close in about 30 days. What have you encouraged your employees to do for their personal and professional development so far this year? What skills do they need to focus on to be more effective or productive? How can their development create a win-win-win? In other words, a win for them, a win for the company, and a win for the customer is what your investment should consider. Yes, investment not expense. It's your investment that produces results and everyone wins, including shareholders.

Summer can be a more relaxed time of year for some businesses which creates a perfect opportunity for reflection. It's a great time to ask employees to think about what they have accomplished so far. Are there personal development goals they have set that they haven't accomplished yet? What skills or experience do they need to help meet business goals and objectives? What skills do they need for the company to remain competitive? Don't let the lazy days of summer catch you unprepared to meet year end goals and expectations. If you haven't had these conversations have it now. It's never too late to discuss development opportunities and remember to ask, how does it create a win-win-win?

Engaging employees in the win-win-win conversation isn't an annual event; this should be an ongoing process. Performance management is a constant, and needs to incorporate these triple win conversations. These conversations should be a positive experience, not the dreaded performance appraisal discussion. Employees and managers will look forward to these conversations if they use the triple win formula.

If you cannot answer the win-win-win question don't make the investment. If you cannot connect the value of developing your employees to meeting business goals and objectives don't make the investment. If you cannot connect the value of employee development to sustaining customer growth and satisfaction don't make the investment. If your people don't know what's in it for them don't make the investment. If you can answer the win-win-win question make the investment, everyone wins, including your shareholders!

Comments are always welcome to the author; you may contact Carol Heady at 845-226-8047 or email her at carol@learningandperformance.net.