



NEW YEAR RESOLUTIONS BENEFITS OF FREQUENT COMMUNICATION WITH EMPLOYEES

As you return from the Christmas Holidays and festivities, now is a good time to consider some work related New Year resolutions. Hopefully, you and your employees come back to work refreshed and joyful in having celebrated Christ's coming anew. As you and your employees bring that positive spirit into the workplace, what resolutions can you make to maintain a positive spirit throughout the year among your Co-workers in the Vineyard of the Lord?

“People who feel good about themselves produce good results.”

Some of the positive influences that many organizations use are improved communications from incorporating the concepts of a book titled The One Minute Manager by Ken Blanchard and Spencer Johnson.¹ This book is very easy to read and the concepts are easy to apply in any organization. It really reinforces the reason and benefits of frequent communication with your employees and letting each employee know that you appreciate each one's efforts. This issue of the HR Connect will focus on the main concepts of The One Minute Manager in hopes that you will have happy, focused and dedicated Co-workers in the Vineyard of the Lord. Three concepts that The One Minute Manager recommends are:

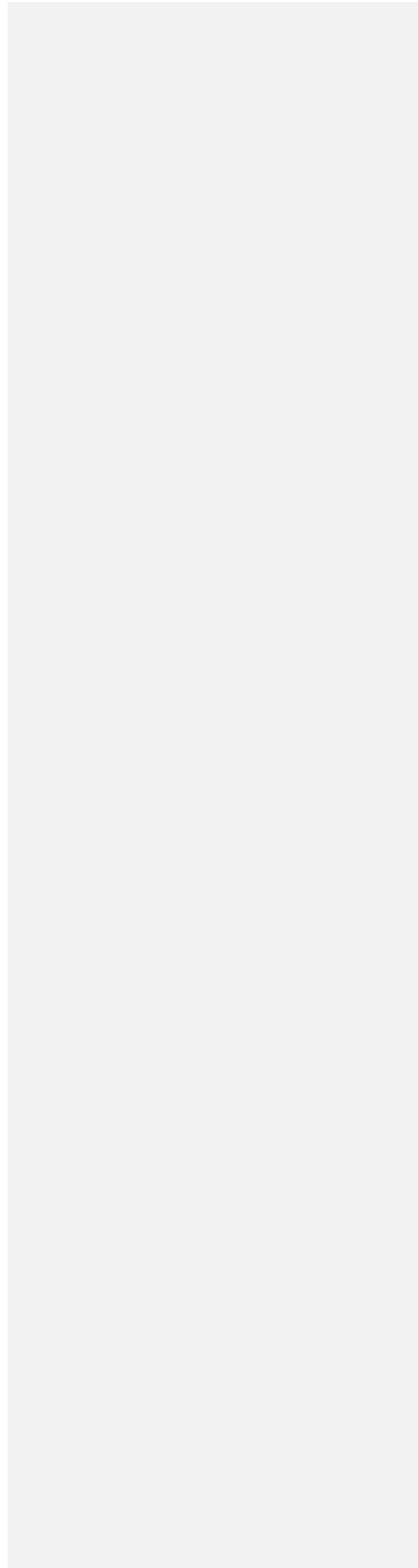
- **One Minute Goal Setting**
- **One Minute Praisings**
- **One Minute Reprimands**

One Minute Goal Setting : When you know what is expected of you, you know how to focus your efforts and accomplish your goals and responsibilities. You feel good about yourself. Your employees respond the same way. Some of the New Year resolutions you may have may include that you would like your employees to improve their team spirit; improve the amount and quality of work they do; or improve their level of service to the people they serve. Your employees need to know of those new expectations. The One Minute Manager tells us that “Feedback is the Breakfast



¹ Blanchard Family Partnership and Candle Communications Corporation, 1981

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of Champions.” Your employees should know what your expectations are and should behave and act in a way that will help them achieve those goals. If you can give each employee reminders of those goals in short easy to understand messages, you can keep the employees motivated and on track. This will help the employees keep focused on their goals. Dr. Blanchard refers to these encounters with your employees as “One Minute Goal Setting” meetings. He uses the analogy of an individual being excited about knocking down the pins when bowling. How excited or focused would an individual be if the game of bowling had no pins or way to provide the individual data on whether they were meeting expectations or improving their results? When you take a minute to remind the employee of a specific goal or expectation, you are encouraging that employee to stay focused on the goal. That employee is able to assess their own behavior and evaluate if their behavior is helping them stay on target to accomplish the goals and meet your expectations.

One Minute Praisings: We all appreciate hearing that someone appreciates our efforts. Dr. Blanchard encourages supervisors to “catch an employees doing something right” and telling the employee how you feel about their effort and the result that effort generated. This lets the employee know that you cared enough to say something and will encourage the employee to repeat that behavior. This “One Minute Praising” is especially important when you have a new employee or an existing employee that you are assigning new responsibilities to. Once the employee is focused and assured of what you expect, the employee will have the confidence to continue to perform well.



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One Minute Reprimands: If you become aware of a mistake made by an employee, take a minute to approach the employee, and tell the employee precisely what the mistake was. Then tell the employee how that made you feel (angry, annoyed, frustrated). Pause. Let the employee absorb your comments and your feelings. Then re-assure the employee that you have confidence in his/her competencies and that you value their efforts. Also let the employee know that you do not expect a repeat of that mistake. You may also be able to learn of additional training that the employee needs to be able to prevent mistakes in the future. You should create a record of both praising and reprimand discussions. Simply drop a short note in the employee’s file for future reference.

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In summary, by using the concepts of frequently reminding each employee of your expectations (One Minute Goal Setting), appreciating the good work your employees do and telling them how that makes you feel (One Minute Praisings) and also telling employees about mistakes that they should not have made and how that makes you feel (One Minute Reprimands), your employees will know that you care about the quality of their work and about them as individuals.

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“A wise man will hear and increase learning, and a man of understanding will attain wise counsel”
Proverbs 1:5