

Improving Results

Volume 1 Issue 1

Achieving Excellence Is Your Choice

STRATEGIC SOLUTIONS 510-432-7596

Successful Daily Habits

Make it a habit to end every working day by doing these things

Clear your desk. Never leave your desk messy. Put everything in a file or to-do folder and in a designated spot. You will start each day off on a positive note. (An uncluttered desk) This will also help to keep you organized and possibly prioritized. (You'll get tired of seeing the things you haven't finished in your to-do folder and finally do it to get it off your mind)

Reflect upon the day. Ask yourself some questions and evaluate yourself.

- "Did I accomplish a goal today-and did I record it in my goals accomplished journal?"
- "Did I spend my time wisely today?"
- "Am I moving closer or farther away from my dreams and goals?"
- "Would I do anything differently if I could do it over again?"

Plan for the next day. Transfer your tasks in your daily planner; make a prioritized list of to-do's, list the goal(s) that must be accomplished, etc... By planning for the next day today you will relieve stress and be prepared to be off to a fast start tomorrow.

— Sorrell Associates

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Identifying Employees To Promote

As much as you may enjoy promoting deserving employees into positions of management, proceed with care. Some stellar worker bees won't make good supervisors. What's more, they may prefer to remain in their current roles.

Look for these five characteristics in those you want to promote:

▪ **Motivation**

Ideally, you want to assemble a team of self-directed managers who are driven to succeed. If they express a desire to embrace new challenges—such as managing people—that's a positive sign. And if they're eager to excel, they probably can inspire a team to excel, too.

▪ **Conflict management**

Promote those who demonstrate leadership in the face of conflict. The best managers grapple with conflicts without flinching. They realize that their success depends on doing what's right, not just making friends with their staffs.

▪ **Independence**

You want outspoken leaders who are willing to buck conventional wisdom and challenge "the way things are always done around here." A spineless "yes" person who marches in lock-step with the top brass will make a poor leader.

▪ **Ability**

Managers need to master a toolbox full of skills such as time management, interpersonal communication and delegation. Promote those who show they already possess these strengths.

Continued on page two – Employees To Promote



ONE MINUTE IDEAS

Manage Your Time Better

Technology should save you time but often does not. Here are some time-wasters that you may be unaware of committing.

- Waiting for your computer to boot up
- Watching your computer connect to the Internet
- Waiting for your computer to print copies
- Surfing the net without a specific goal or topic to research
- Too many programs open at the same time causing your computer to run slower.

These time-wasters add up.

Solution: Keep a stack of tasks you can work on while you are waiting for your computer; i.e. Reading mail, signing documents, filling out shipping papers, etc..

— Gary Sorrell

Make Contacting Others Easy for New Employees

Provide each person in the company with a list of internal phone numbers and their titles. This will help save time and stress for new employees (and existing employees) that are trying to find out whom to turn to when a specific question arises.

Continued from page one – *Employees To Promote*

▪ Respect

Managers must command their teams' respect. Do other workers look up to this person? If not, set your sights on someone else.

Source: Emory Mulling, writing in *Atlanta Business Chronicle*, American City Business Journals Inc., 1801 Peachtree St., Atlanta, GA 30309.

Easy Way To Keep Up With E-Mail

In one survey, researchers found half of all big web sites took four to five days to answer E-mail. Smaller sites are not doing much better in many cases.

I was interested in purchasing a \$400 piece of software. I E-mailed three sites with two brief questions, making it very clear I was ready to buy, NOW! I didn't hear back from any of them.

It isn't that business owners are lazy. Tackling a stack of E-mail isn't much fun for most people. Most of us don't particularly enjoy writing. You can keep up with lots of E-mail fast and easily by using pre-written answers.

Tackling a stack of E-mail isn't much fun for most people.

Every business answers the same questions over and over. When you type an answer, save it in a file on your computer desktop. The next time someone asks the question, copy and paste the answer into your reply.

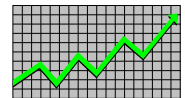
This simple strategy cuts the time needed for E-mail by a factor of ten. One smart company has a secretary competently answer the day's E-mail in about 20 minutes.

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