

MONTHLY INSIGHTS

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About Focus Insights

Focus Insights provides clients across the Greater Toronto Area and Southern Ontario with innovative solutions for the recruitment, selection, development and retention of key talent. The company built its reputation by establishing long-term relationships and delivering added value to its clients through the experience, expertise and knowledge of its senior partners and executives.

Focus Insights utilizes state-of-the-industry tools and expertise needed to build and maintain high performance management teams. Armed with this scientifically researched, validated knowledge, it can determine the best strategies for recruitment that will increase performance success.

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Focus Insights Named 'Distributor of the Year' by TTI Performance Systems Inc.



Focus Insights, a Canadian-based talent management company, has been named 2007 Distributor of the Year by TTI Performance Systems, Inc.

Focus Insights was selected from more than 7,000 TTI distributor partners worldwide.

"We deeply appreciate this accolade from TTI," said Lori Moffatt, founder and president of Focus Insights. "We use the TTI products extensively with our clients to help them develop and maintain high performance teams."

Bill J. Bonnstetter, founder and president of TTI Performance Systems, said Focus Insights' application of TTI's tools is leading edge expertise in the area of human capital management. "By carefully listening and discerning the challenges of the client, they create a strategic partnership with customized solutions, resulting in significant returns in the areas of selection, retention and development," he said.

About TTI Performance Systems, Inc.

Founded in 1979 by Bill J. Bonnstetter, TTI Performance Systems, Inc. is the outgrowth of his experience in training and management consulting. He began with a vision of helping people tap into their unlimited potential in Mason City, Iowa. To accomplish this vision, he placed great emphasis on research from a practical viewpoint.

TTI relocated to Scottsdale, Arizona in 1988. TTI is now the parent company of Success Insights (SI), which has the international distribution rights for all TTI products. TTI and SI are and have been the world leaders in developing cutting edge technology to deliver assessments.

(About TTI, cont'd from page 1)

TTI provides more than 100,000 companies, through 7,000 national and international distributor partners, validated assessments in more than 26 languages that can help pinpoint the behaviors and action required for superior performance.

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Observe the Secrets of your Best Employees

“Lauren has to get a shot at her next doctor’s visit so you have to take her,” my wife said. Lauren is thirty years younger, two inches shorter, about ten pounds heavier than my wife, and terrified of shots. So I took my daughter to the doctor. When the time came for her shot, she reacted as always. She recoiled, backed into the wall, turned her face within a moment of crying and said, “Wait, don’t give it to me yet! It’s going to hurt!” The nurse said, “Don’t worry. You will feel a little pinch but I will do it quickly so I won’t hurt you so much.” My twelve-year-old daughter turned her head away and down, tensed up a little, and took her shot with little trepidation.

I never really paid much attention to what the nurses did or how they gave the shots because I was almost always preoccupied with chasing, cornering or restraining Lauren. This time I may not have noticed what the nurse was doing or how she did it, but I couldn’t help but notice the result. This nurse had somehow established a rela-

tionship with my overly timid daughter that caused most of her fears to dissolve into quiet cooperation.

Similarly, many managers pay attention to the result of their employees’ efforts while failing to notice exactly what the employees did to get that result. They don’t really know what makes their best employees the best at what they do. They only know that great employees reliably turn out great work. In most cases, not even the performance appraisal process reveals how they do what they do.

In today’s business world the search, acquisition, and retention of valuable employees is a war for talent. You can not afford to just pay attention to the end result without knowing the methods your employees used to get there. You must invest the time needed to observe the nuances that make the difference between good and average performance. A relationship should be established and maintained with each employee and a line of communication opened to determine not just their skills, but also their passion. It is in this passion that you will find the secrets of your best employees.

You see it was not the nurse’s skill in giving a shot that calmed my daughter that day. After all, any nurse can give a shot. A relationship was established between the nurse and my daughter. It was an exchange of a passion for excellence that turned Lauren from scared to okay.

It’s not really a secret. All great employees have passion. Employers just have to find it in them, and then learn how to find it in others.

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**“Action may not always bring happiness;
but there is no happiness without action.”**

Benjamin Disraeli

**“Peace. It does not mean to be in a place where
there is no noise, trouble or hard work.**

**It means to be in the midst of those things and
still be calm in your heart.”**

Unknown



ONE MINUTE IDEAS

Journey

This word is a reminder to enjoy the whole of your life more. There is a tendency to fixate on all the things/situations we feel the need to attain to make us happy, or bring us peace. When we focus on these things as the ultimate destination, we lose sight of the wonderful journey we are on. Every day of your life is an adventure, filled with opportunities to make choices, take chances, and create changes.

Today, take a look at your travel plan. Have you fixed your itinerary for joy around future plans, or do you allow yourself to enjoy the scenery off the beaten path at any given moment? Today, be thankful for all that you already have within you. All the tools you need have been provided. It is now up to you to use them wisely and enjoy your travels here on Earth. We are only here for a short while, and one never knows when it will be time to clear the departure gate. Do your best to enjoy your journey today, so that you leave no room for regrets tomorrow.

Today's Exercise:

Enjoy the scenery. Do something different. Reflect on your life journey in your journaling taking note of what you did this day that allowed you to enjoy the here and now. Revise your "itinerary" as needed.

Leadership Development Program

Harness the Potential of Tomorrow's Leaders Today

The business world is quickly realizing that potential leaders are a major asset. Taking that potential and developing it is highly desirable. However, the difficulty is in identifying what Leadership truly means. If you ask 10 organizations, you will get 10 different definitions.

Faced with this issue, Ken Shields, Canadian Olympic Basketball Coach, approached Target Training International to build a process for master coaches in all sports to be better able to coach and mentor younger coaches.

Based on this, TTI set out to do research on people who had both a history and reputation as strong, proven leaders. Over the years, the system that we developed for him has evolved into Leadership Development.

The research identified five soft skills that all of these leaders had in common:

- **Influencing Others**
- **Personal Accountability**
- **Self-management skills**
- **Goal Achievement**
- **Interpersonal skills**

Our years of specialized research have shown that all great leaders have a mastery of these five essential skill sets in common. Many people have mastered some of these skills without becoming successful leaders; however, once you master them all, you become a true leader, capable of inspiring peak performance from everyone around you.

Through our structured, step-by-step leadership development program, anyone can develop these skills and become a leader, but only through hard work and dedication on the part of both the Facilitator and the Leader.

From our program, as a Leader you will gain:

- Assistance in defining realistic career goals, strategies and options,
- Greater self-confidence
- Leadership growth beyond your comfort zone
- Personalized education geared toward specific needs
- Increased organizational awareness
- Preparation for advancement
- Political savvy
- Broadened team-building skills
- Risk-taking experiences

Future Insights

Stay flexible. Change will be constant. New opportunities will present themselves. Unexpected challenges will throw themselves at you. Be ready to duck, bob, weave, side step, and hop-scotch. Agility is power.

Stay alert to your own environment. Even carefully watching the trends, we can't predict everything that will happen to you and your company. Futurists work at the "30,000 foot" level; corporate leaders operate at the mountain top level. Keep your head in the clouds and your feet on the ground.

Practice "Future Thinking."

Always look ahead in everything you do. Anticipate, project. Consider the future consequences of every decision you make. Train and encourage your executives, managers, and supervisors to think the same way. Build this kind of active futures perspective into your company's culture.

Clarify your mission. While consultants have preached the importance of mission statements ad nauseum, a surprising number of companies still have not put their purpose on paper. Involve all your people in the creation-or confirmation-of your mission. Crystallize your reason for being, and your direction into the future. People support what they help to create.

Streamline your company. Sell, spin-off, discard diverse businesses that are not central to your core business. Consider establishing divisions or tangential business as separate businesses on their own, partnering through strategic alliances. Outsource functions you don't need to support in-house.

Raise your standards. Clearly define your standards for employee qualifications and performance. Gain acceptance and support first from your leadership team, then "sell" the standards to everyone. Recognize that some of your current employees may not meet your newly-delineated standards. They may be forced out by peer pressure.

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Talent Management Specialists – Building High Performance Teams

Enjoy your issue of Insights Newsletter

We'd love to hear your comments

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