

The **TURBO** **Charger**

Phone: (503) 625-1867 • Fax: (503) 625-2699 • email: admin@turboleadershipsystems.com

Issue 26

To our clients and friends

February 8, 2005

Praise Precedes Performance Breakthroughs



Larry W. Dennis, Sr.
President,
Turbo Leadership
Systems®

Old ideas about people and relationships must be changed to create new Improved levels of performance

Keith, credit manager for a truck fleet services company, told Session 10 of the Leadership Development Lab.

“In my four years as a supervisor and manager, I have maintained a business only relationship with the members of the department I have supervised. Somewhere along the way, I was “trained” not to develop personal relationships with team members. My relationship with Angie, one of our collection representatives was no exception to my hard and fast rule, very professional.

In the Leadership Development Lab, I began to learn that it is okay, in fact wholly appropriate, to show a genuine interest in others, especially those in my department (Leadership Principle #2 - Become Genuinely Interested in Others). I focused my efforts on Leadership Principle #4 - Acknowledgement, pay attention, show appreciation, provide approval, and give heartfelt praise. I also began to continuously apply Turbo’s 4-Step approach to empowering acknowledgement with Angie, who I selected as one of my “pearls” at Session 2 of the LAB.

I didn’t notice any changes after a month, but two months into the Leadership Development Lab, Angie broke her personal ‘world’s record’ for production.

She went from her last year’s average of under 250 activities per month to 380

activities last month. That is more than a 50% improvement. I can’t claim all the credit, but I believe the positive attention I have her made a big difference.

“The lesson I learned from this experience is that nurturing relationships with employees and providing positive feedback can increase production. The action I call you to take is to show a genuine interest in your employees. The benefit you will gain is increased productivity and happier employees.”

Keith’s example can teach many lessons if we are ready to learn.

- We must be willing to give up old ideas if we are going to create changed performance.
- No improved performance is possible if we cling to old practices and methods.
- We must know the score, the averages, and the best periods of production.
- We must give up our preoccupation with our little world and start giving meaningful recognition to our team members for the important efforts and results they help the team achieve.

Positive attention pays big dividends. If you are not keeping score, you can’t celebrate your gains and successes. ###

Please forward this to friends, co-workers, customers or relatives who you feel might enjoy it.

To unsubscribe, please e-mail us at admin@turboleadershipsystems.com