

# PHL|HP Consulting Group

Building & Sustaining High Performing Organizations



A Message From Dr. Philip H. Levy, Founder & President

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Have PHL HP Consulting Group design a Performance Evaluation System for your company and watch motivation, morale and productivity skyrocket

**WHY** is change so difficult and **WHY** do most people and companies resist it?

What can we, as *leaders*, do to *overcome this resistance* and *facilitate change* that will lead to growth and productivity?

**TIPS To Facilitate Change and Interact Effectively With Employees:**

- Encourage, don't diminish.
- Displace bad behavior patterns with *functional* ones.
- Praise publicly and criticize gently, *constructively* and with respect; Recognize *efforts* as well as *outcomes*.
- Meet with staff on a regular basis to not only review work progress, but to demonstrate interest in them as people.
- Establish "baby steps"...small, achievable goals that are rewarded upon achievement.
- Create a safe environment where employees feel comfortable taking risks.

**NOW** is the time to **UPDATE** your **Mission Statement!**

Organizations benefit greatly when their stakeholders have a clear understanding of the mission and values of the company.

*Motivating staff* during challenging economic times requires a *shared vision* and *strong belief* in the values and mission of your company.

If you don't have a mission statement or haven't updated it in a while...Now is the time!

PHL HP Consulting Group specializes in developing mission statements.

## "Change"

As the holiday season approaches, many people make resolutions to *change* in the New Year. Organizations, businesses, leaders and managers frequently do the same, but very few are *successful*.

The question becomes, *why* is change so difficult and *why* do most people and companies *resist* it? The next question is what can we, as leaders, do to *overcome* this resistance and *facilitate* change that will lead to growth and productivity?

While most people *believe* that "change is good" they *resist* it because:

- It isn't easy.
- It typically requires a tremendous amount of time and effort.
- There is no immediate gratification
- People like to stick with what is *familiar* and *comfortable*.
- They *fear failure* and don't believe that they will be rewarded for trying.
- They get into *habits*, which even when not successful, lead them to believe that eventually they will be.

In speaking with leaders, the area of change that is most frequently identified is to maximize staff performance so as to increase productivity, decrease waste and ultimately improve the bottom line.

So what does this have to do with change?

In order to improve performance it is imperative to create a corporate culture which supports and rewards behavioral change. Poor performance is often a product of bad habits...patterns of dysfunctional behavior from which people are unable to escape.

The most *effective* way to help employees at all levels escape negative behavior patterns is to offer alternative positive behavior patterns. People need to not only want to change, they need strategies and alternatives to substitute or they will become frustrated and return to the old habits.

What can you, as a leader do, to facilitate change?

- Meet with staff on a regular basis to not only review work progress, but to demonstrate interest in them as people.
- Evaluate all employees on a regular basis, utilizing a process which includes self evaluation, peer evaluation, interactional discussion regarding performance, and goal setting.
- Provide positive, constructive, honest feedback on a regular basis related to the achievement of mutually agreed upon goals.
- Establish "baby steps"...small, achievable goals that are rewarded upon achievement.
- Praise, recognize, admire and reward effort as well as outcomes.
- Create a safe environment where employees feel comfortable taking risks.

In addition, use these simple, but effective tools in all your interactions with employees:

- Encourage, don't diminish.
- Displace bad behavior patterns with *functional* ones.
- Praise publicly and criticize gently, *constructively* and with respect.

These tools work! As employees behave differently, they will think differently and true change and growth will occur.

We wish you a very healthy, happy and peaceful holiday season. Here's to a wonderful New Year filled with change, growth, and an improved bottom line - **success!**

*Always continue to pursue your inner Leader.*

Best,

Dr. Philip H. Levy

Founder & President, PHL HP Consulting Group

Allow us to help you create a strategic plan to maximize the performance of your company.

For More Information, CONTACT Me At:



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Know someone in need of consulting? [Forward](#) this email to them!

Suggestions? We want to hear from you!

In future issues, look for:

- *Participatory Management: What Does it Really Mean?*
- *Ways To Motivate Your Employees Without Money*
- *Thinking Outside The Box*

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