

# PHL|HP Consulting Group

Building & Sustaining High Performing Organizations



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

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**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.

I would like to wish everyone a very healthy and happy 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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