



Craig's top tips on getting the best out of others

What's it all about?

Think about the best job you've ever had. One where you felt valued, challenged, developed, rewarded and motivated for great performance and held to account when performance needed to improve. As a leader or manager your priority should be helping someone perform at their best and feel this is the best job they've ever had. It's not always easy to do, but these top tips will help you!

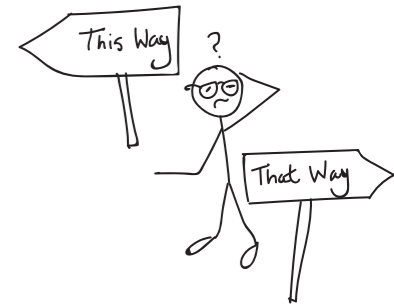
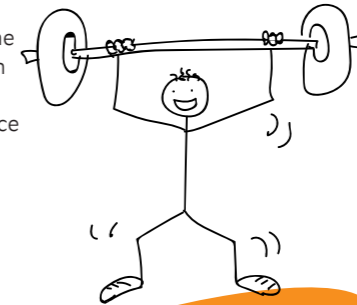
Openness, honesty and trust

Great relationships are built on openness, honesty and trust. These relationships make conversations around performance easier. Great relationships are built by being genuinely interested in another person



Recognise people's strengths

Everyone is individual and will bring different strengths to the team and organisation. Find ways to make sure people's strengths are put to use in their role. This will help people become more engaged with the work they do and, in turn, produce even better results

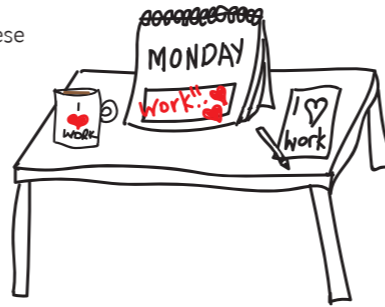


Tailor your approach

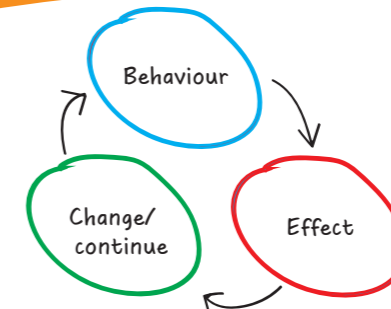
People's experience and competence will determine what approach you need to take to get the best out of them. For example, some will need direction and support, whilst with others you can adopt a coaching approach

Our philosophy on...

We want to help people have a 'positive' mindset when it comes to maximising performance, as sometimes it can be viewed as the 'dark side' of management. We know great leaders and managers understand that focusing on this helps deliver performance, engage and motivate people...oh, and it's the right thing to do



know your people
It's about knowing each other and treating people as individuals



Feedback, feedback, feedback!

Help your people understand how they are performing; the good the bad and the ugly! Offer feedback as often as possible; be comfortable with giving and receiving feedback and help others feel the same about it. Use a technique like Behaviour, Effect and Change/continue (BEC). What is the observed behaviour or action? What was the effect? What needs to change or continue as a result?

Who will benefit?

Leaders and managers will benefit in finding ways to achieve consistent high performance from their team members, which may ultimately help to benefit everyone in the organisation

before we start

What does good look like? Help people understand what's expected of them

Rambu-tips

on getting the best out of others

Crystal clear expectations

How clear are your people on what is expected and what good looks like for them in their role? Waiting once a year for an appraisal isn't going to keep this at the front of their mind and help them be accountable. There's three things we'd recommend:

- agree expectations and what good looks like
- support and meet regularly to discuss this
- look for evidence of great performance and praise it

Books that will help:

How to Manage Performance by Robert Bacal - a great book containing lots of tips for increasing performance and productivity

Coaching for Performance by Sir John Whitmore - excellent strategies and techniques to help you adopt a coaching style in developing the performance of others

How to Manage Performance: 24 Lessons for Improving Performance by McGraw-Hill - a useful book that offers, support and steps on how to maximise the performance of others

Support your people

Focus on your high performers; challenge them by involving them in projects and mentoring others to gain more experience and personal growth. For people with performance capability gaps, development will be needed. This could be training, but where possible try coaching, as this will help people identify their own solutions on how to improve



Be accountable

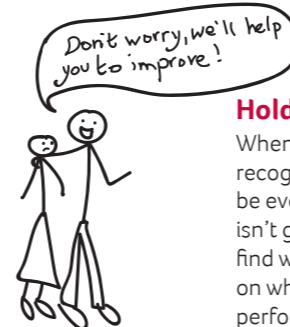
Be a great role model by demonstrating how you hold yourself to account. Seek feedback from others often and act upon it. Share your targets, successes and mistakes (and how you've learnt from them) and encourage others to do the same. Review your own performance regularly to stay on track

keep on learning

Maximising it
It's about accountability and consistency

Be consistent

Above all, be consistent in your approach. Ensure everyone in your team is clear on how they're performing. Meet with each person regularly and make this the culture of your team



Hold others to account

When performance is going well, recognise it and agree how it can be even better. If performance isn't going well work together to find ways to improve and be clear on what the next steps could be if performance doesn't improve

Visit these websites:

www.mindtools.com - lots of business tips and techniques for leaders and managers on how to effectively drive great performance in others

www.forbes.com - this online version of the business magazine contains lots of useful articles on managing performance and getting the best out of others

www.hbr.org - the Harvard Business Review website is packed full of useful resources for leaders and managers and has over 3,600 articles on managing performance



Or give us a shout:

+44 (0) 1858 461071 / hello@rambutan.biz / www.rambutan.biz and we'll give you magic dust ideas for getting the best out of others