



KAPOW!
Blow the Lid Off Your Staff's
PERFORMANCE!



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PERFORMANCE IMPROVEMENT Performance Awareness

Definition: knowledge of *what you do* when you complete a task or carry out a function.

Reason for Awareness: The more closely and clearly you identify specific aspects of performance, the more readily you can/will select aspects for improvement.

Suggestions:

1. Set aside daily "What did I do?" reflection time.
Give yourself 5-15 minutes, preferably at the end of the (work) day. Reflect back on the specific piece-parts of the functions/actions you performed. Do not evaluate, merely iterate.
2. Invite observation feedback
Request a friend/associate to observe you perform a specific action/function. The friend/associate then tells you, specifically, what s/he saw and heard you doing. The feedback is not judgmental or evaluative, merely observational.

*"Life shrinks or expands in proportion to one's courage."
Anais Nin*

Performance Improvement Appreciation

Definition: The act of estimating *the qualities of performance improvement* and giving it its proper value; an increase in the value of performance.

Reason for Appreciation: By appreciating and putting personal value to performance improvement, you automatically initiate belief or motivation, ownership, and direction.

Suggestions:

1. Define Performance Improvement Increments
What specific (!) improvements do you seek? Focus on the individual steps or increments that will comprise the overall, total performance improvement.
2. Look back to see forward.
Recall an instance when you have achieved definite performance improvement. What did it require? What did you achieve? What were your resulting emotions? How can you apply that experience to currently desired improvements?
3. Ask and answer, "So what?"
How will improving your performance—both specific parts and overall—make a difference? To yourself, your clients, your company, your family, your community?

*"Thought and intellect are good servants...but poor masters."
Lama Surya Das*

Performance Improvement Strategy

Definition: A plan or *method for achieving a specific goal*.

Purpose for Strategy: By designing and implementing a strategy, you increase the possibility of performance improvement and of changing the strategy, if necessary.

Suggestions:

1. Results that you want.

Identify the specific types of improvement you will achieve. Identify the beneficial results that will come from those improvements. Be sure the improvement and the results are of value to you.

2. Know your styles (learning, developing, motivation)

Do you learn/develop skills best by seeing how it's done, by hearing how it's done, by practicing how it's done? If you know how you best learn (auditorially, visually, kinesthetically), you can best strategize your personal performance improvement.

*"Sometimes I've believed as many as six impossible things
before breakfast."*

Lewis Carroll

Performance Improvement Accountability

Definition: The state of *being answerable or responsible* for tasks assigned or assumed.

Reasons for Accountability: Accountability increases ownership, which increases responsibility/response-ability. Accountability provides a checklist, which provides motivation.

Suggestions:

1. Milestone Markers

Create the roadmap - and the stops along the way - to your Performance Improvement. Identify actions, accomplishments, and time intervals that will serve as milestones to measure your progress along the journey.

2. Partner Up

Team up with someone also working on a performance improvement plan. Hold one another accountable for making the milestones: Did you reach it on time? Why not? What will you do to get there? How can I help?

*"Work is something made greater by ourselves
and that, in turn, makes us greater."*

Maya Angelou



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The Creativity KAPOW!

Listen with your Eyes.

Whether asking, "Hi. How are you?" or receiving a major status report, look clearly and consistently in the speaker's eyes. Ensure that she/he knows you are paying attention. Ensure that you are paying attention.

Trust Creativity.

Invent opportunities for your team members to take creative risks, to go out on a limb with a new idea. Create "Best New Idea of the Week" contests. Celebrate and reward different ways of doing routine tasks.

Allow Mistakes.

Design and publicize assurances that mistakes made in an effort to improve performance, productivity, or client satisfaction will not be penalized. Provide suitable praise for the positive intentions that may lead to honest mistakes.

Build Partnerships.

(1) Partner yourself with individual members of your team to complete specific project or task. Partner as an equal. (2) Invite or assign partnerships among team members team for specific purpose of discovering process improvement, innovative methods, system snafus. (3) Encourage partnerships that will result in synergies. These are most likely cross-discipline or cross-functional partnerships.

Acknowledge Creatively.

Applaud all work that demonstrates motivation, whether by an individual or by a group or by the entire team. Allow team members to develop creative ways to celebrate success, from minor to major success. Allow celebrations and acknowledgements to be both scheduled (regularly and randomly) and spontaneous.

Let your people be **MENTORS**.
Honor their experience & expertise. Give them creative mentoring assignments.

Make them **CHAMPIONS**.
Allow a staff member to champion a change or new process or new structure.

Give them something to **SPONSOR**.
Honor members by putting their name to an event (picnic?) or an award (attendance).

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The Energy KAPOW

Physical: *channeled to serve one's physical activity energy, one's get-up-and-go.*

Mental: *fuels one's mind, one's thinking, facility and agility, not mere intelligence.*

Spiritual: *motivates one's "place in the universe," one's relationship to the (larger!) world around her/him.*

1. **Success:** Recognize every success - large AND small. Record it. Celebrate it.
2. **Special Place:** Develop and dedicate Energy Place in the work setting. A place for no other purpose than to refuel, refurbish one's energy (any of the 3 types!)
3. **Special Time:** Commit to a specific Energy Time every day. Perhaps 15 minutes, perhaps longer. This time is for no purpose other than focusing on your (physical, mental, and/or spiritual) energy. Make it a habit (It may take 21-28 days!)
4. **Drink up:** As much water as you can stand! I recommend 1 ounce per 2 pounds of body weight. Example: 50 ounces if you weigh 100 pounds!
5. **Breathe deeply:** Learn and enjoy Conscious Breathing. 1) Breathe slowly, steadily into your diaphragm area. 2) Hold your breath for 3-6 seconds. 3) Exhale slowly and completely! Now repeat this 4-10 times. Make it a habit to breathe this way 10 times a day.
6. **Motion:** When your energy sags, get up and move. Stretch. Walk. Run in place.
7. **Resources:** Avail yourself and your office (and your people!) of books, audiotapes, videotapes that encourage, develop, and celebrate energy (all 3 types!)

<p>What do you do every day that builds/maintains your physical energy? What do you do every day that builds/maintains your mental energy? What do you do every day that builds/maintains your spiritual energy? What else might you consider doing?</p>
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*Nothing else can quite substitute
for a few well-chosen, well-timed, sincere words of praise.
They're absolutely free—and worth a fortune.*

Sam Walton



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The Humor KAPOW

Recruit Hugh Moore.

Smiles take fewer muscles. Kids laugh more than adults. Laughter is good for your health. Laughter is worth sharing. As it is OK to be "just yourself," it is also OK to "jest yourself." The funny papers are a great—perhaps the best—way to begin the day. There are an infinite number of other ways to know and enjoy the humor that surrounds you.

Amuse your people, your residents, and your physicians.

Encourage **SMILES**. "Smiles" is the longest word in any language. A "mile" between s's.

Allow for the emotional and physical positive experience of smiling. Create smile games and smile commitments.

Exercise **LAUGHTER**. Children under 5 laugh 125 times/day. Adults over 25 laugh 5 times/day. Contract for laughter. Appreciate the health effects of laughter. Hold laughter events.

Exercise **SELF-AMUSEMENT**.

Learn (and love) to laugh at yourself...and to allow others to laugh at you. Make it a habit.

CONTRACTS

1. I will make, find, or give myself reason to laugh 10 times a day. _____
2. I will consciously smile at 25 different people each day. _____
3. I will note funny, silly, &/or stupid things I say, think, &/or do. _____
4. I will share funny stories (see #3) with others and enjoy their laughter! _____

WITNESSES _____ DATE _____



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