

Sailing Through the Holiday Season



By the time you receive this K-ray newsletter, you will be well into the Christmas holiday season.

What to Load Aboard:

You will sail through the Christmas season more smoothly if you take along the following:

- * Treasure chests of humor. People work hardest when they are having fun. Set a fun quota each day. Arrange a signal for each fun occurrence. One of our clients rings a ship's bell each time its telemarketing people find themselves having fun. They find that when fun increases, so do the telemarketing sales.
- * Boatloads of Goodwill. We know that we are going to expect extra performance from everyone. Build up a balance of goodwill by being extra thoughtful towards each other as the peak season approaches. Create a culture in which your people learn to look out for each other.
- * Safety for Parrots and Others. Will longer staff hours mean that staff members will be traveling home after dark? Brainstorm to find ways to eliminate the related risks.

* A "No Walking the Plank" Policy. Support your people when the inevitable mistakes happen. Learn from each mistake. Lay no blame.

* Barrels of Autonomy. Give your people autonomy at every opportunity. Set goals then let them determine how to achieve your desired end.

Share the Treasures

During the holiday season you need everyone's best. Yet people only do their best when they want to do so.

We pirate captains found that the more treasures we shared, the more treasures we found! But gold and silver are heavy to carry around. Furthermore, once people have money, they want more than money. Modern day treasures to share include praise, recognition, respect, autonomy, and the desire to be the best that we can be.

Create awards to make heroes out of your people. Get everyone to buy into recognizing and praising extra effort and performance. Praise and recognition are free. Create a quota for praise and recognition. Be specific about what performance you are praising. Combine praise with fun so that everyone enjoys the celebration.

We all enjoy doing what we do best. Give your people opportunities to employ their best skills. Ask their opinions on topics in which they have experience or expertise.

Aye mates, the holiday season can be a great season for all of us. Thoughtful, innovative leadership will yield richer treasures!



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