

INTRODUCTION

MODULE 15

Getting the Best Out of Others

When you invest your money, you always seek the highest return on investment, or return on equity. As a person, your most valuable asset is yourself, your mental, emotional and physical capital. You always seek to get the highest return on the amount of your time and energy that you invest in any endeavor.

As a manager, your job is to get the highest return on human capital invested in your enterprise. Of all assets, only people can be made to appreciate and to perform at ever higher levels for the organization.

People are your most expensive investment. Since the average person performs at 50% or less of capacity, your ability to get more and more results from your human assets can dramatically improve your effectiveness as an individual and increase your contribution as a manager.

In this program, you will learn how to immediately improve employee performance and to keep your people working at high levels of motivation, performance and productivity over time.

“People are your

most valuable asset.

Only people can be

made to appreciate

in value.”

WHAT YOU WILL LEARN IN THIS SESSION

“Practice being a
mentor to your staff.
Give them guidance
to advance their
careers.”

1. The keys to effective feedback;
2. General problems with employees;
3. The law of the situation;
4. Seven problems created by the company;
5. The true purpose of performance appraisal;
6. The key to giving effective criticism;
7. Maximizing employee performance in the future.