

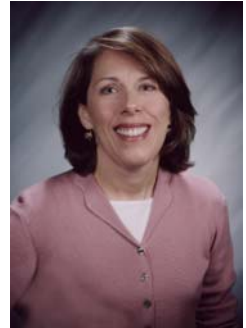
June's newsletter includes:

- Article: 3 Steps to Improving Productivity One-by-One
- Recent Projects
- 2006 Enterprise Performance Management Study

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## 3 STEPS TO IMPROVING PRODUCTIVITY ONE-BY-ONE

By Carol Bergeron



What will catapult your organization into the success stratosphere? People. Yes that's right people. This month's article highlights three simple yet highly effective techniques I have observed clients use, clients with a proven track record of achievement, follower-ship and employee retention. Add them to the winning leadership approaches you already use.

### **Invest in assimilating new hires.**

Successful assimilation of new hires is all about expectation setting and real time coaching and feedback. It starts with the interview. This is your initial opportunity to relay what it takes to be successful at your firm and inquire about expectations of the candidate to assess closeness of the match. After you make a hiring decision (using behavioral based interviewing techniques and assessment, the topic of September 2004's Newsletter "Improve Your New Hire Success Rate") then create an assimilation plan with objectives to: getting the new hire productive quickly and helping establish lasting relationships with co-workers from the get go. Include a timeline for mastering basic job responsibilities and host performance conversations at key milestones. A new hire who knows how he/she is doing is in a much better position to take corrective action quickly if need be. Plus when performance soars the milestone check-ins are a great way to provide positive feedback. Everyone wins when expectations are known and met.

### **Meet with direct reports every week or two for focused one-on-one time.**

Naturally you will want to discuss the status of work critical to goal achievement, impediments to progress and think out loud on how to overcome them. Add to your agenda: people issues. What accomplishments should be recognized and how. What are the people challenges? Who is restless and needs a new challenge? What development could employees and the organization benefit from and how can you make it happen? People appreciate one-on-one time. Encouraging them to be proactive on people issues by walking the talk sets an example and places value on your organization's most important asset.

### **Host learning sessions.**

People educate themselves in many ways and peer to peer learning is one of the best. Pilot a learning session over breakfast, lunch or dinner. Start with a challenge that most participants are facing like garnering commitment for a new high priority project. Brainstorm with each other on what does and does not work. Share articles, books and stories on the topic for follow-on learning. Arrange a second forum to discuss those readings. (Looking for a quick read packed with great ideas for your leadership team? Then read my friend Mark Campbell's book "Five Gifts of Insightful Leaders." It is a book you'll want to read annually as a refresher.) Ask participants to take turns preparing case studies for discussion. Alternate who sets the agenda for each session and continue them for as long as participants find them valuable.

High performing employees exist everywhere in the organization, from the executive suite to the warehouse. So provide some one-on-one guidance to the folks on whom you rely to execute business strategy.

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## RECENT PROJECTS

- Implemented a **communication plan** that gets the right information to the right people at the right time for a widely dispersed population.
- Orchestrated **leadership learning sessions** to share best practices with the intent to boost productivity.
- Customized two day long workshops to address specific development needs: **Dynamic Coaching for High-Performance Organizations** and **Aligning Your Workforce to Organizational Goals**.
- Fostered common understanding of new strategic direction and goals by: designing a **performance review process** that links strategic goals to employees and developing a **reward system** to incent desired outcomes.

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## 2006 ENTERPRISE PERFORMANCE MANAGEMENT STUDY – COMING SOON!

[Bergeron Associates](#) and [Insight Management Group](#) have teamed up to explore enterprise performance management practices, project and human capital management methods and their effectiveness. We are conducting a confidential study among executives, of firms with 5,000 or fewer employees, who are responsible for establishing strategic direction and producing successful outcomes. Stay tuned for more details on how to participate and receive a complimentary copy of the summary report this fall.

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## UPCOMING EVENTS & INTERESTING RESOURCES

**2006 Schedule for Educational Workshops** at [www.bergeronassociates.com/calendar.htm](http://www.bergeronassociates.com/calendar.htm).

### Resource for Workforce Effectiveness Information

Articles and electronic newsletters filled with practical tips on how to enhance the performance of people and organizations. Explore our publications: [www.bergeronassociates.com/publications.htm](http://www.bergeronassociates.com/publications.htm)

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## ABOUT BERGERON ASSOCIATES

Bergeron Associates<sup>TM</sup> is a human capital management firm that provides leaders no-nonsense workforce and enterprise performance improvement solutions to build a results based culture and achieve strategic goals.

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