

Overcome These 21 Challenges And You Can Achieve Your Best Results At Less Human and Operating Cost

By Ian Berry

1. People are distracted by what's going on outside of the workplace. Smartphone use is the tell tale sign.
2. People are feeling overwhelmed.
3. Bosses wearing busyness as a badge of honour.
4. Bosses believing their way is the only way.
5. Saying people are your number one priority and then behaving as if they're not.

e.g. Profit is actually the number one priority in many workplaces. The talk is that they put people first. The walk says otherwise. There are some business owners and leaders who still don't get that profit is a result of being good at business never a reason for being in business.

6. Unclear or undocumented decision-making process for major decisions meaning non-transparent decisions (and often poor or inappropriate decisions).
7. Majoring in minors.
8. Thinking that sending people off to a course or to take a class is all that is required to tick the learning and development box.

When there's no follow-up after the above or no integration of the above with what is already working well for you then likely you have wasted your money and insulted your people.

9. Engaging consultants who tell you what you already know or who willingly endorse what the key influencers are saying without questioning their assumptions and premises.
10. Unheeded disruption.
11. Words on walls and/or in glossy documents that proclaim your values and yet in the halls and corridors there is obviously no agreement on the behaviours of how these values are lived.
12. There are processes in existence that make it difficult for people to bring the best version of themselves to their work. (Processes include policies, procedures, practices, philosophies, structures and systems).
13. Leadership hasn't led to communityship.

If there's not an increased sense of belonging by people when leaders leave the room (physically or virtually) then leading is not up to standard.

14. Double standards.
15. Performance ratings and/or appraisals still exist despite overwhelming evidence of their lack of value.

The best time to review performance is immediately after the action. Think what the best sports coaches do. If after-action-reviews are not yet integral to work at your place then begin integrating them today.
16. Performance agreements are not documented.
17. Conversations about performance are focused on the person rather than the problem or the solution.
18. Inequality.
19. Recruiting people to put bums on seats rather than fulfill roles that have been carefully calibrated.
20. Onboarding or induction programs that fail to engage and enable people to literally hit the ground running, bringing their best to their work.
21. Poor or ineffectively considered use of resources - time, energy and money.

The great news is that all of these challenges can be overcome and in 90 days or less. The work required is to change the conversation you and your colleagues are having and then your behaviours. Shifting to new ways of being and doing is simple which rarely means easy.

Who will you become? What will you do next?

Possible Action - change, modify or better your convention

I explore this in Sparkenation 3 in my Remarkable Workplaces book which you can download with my compliments at <http://www.ianberry.biz/remarkable-workplaces/>

Convention is simply the agreed ways we make things happen and get things done.

Here's my mantra:

Enlightened Language elevates conversations,
Conversations enrich relationships,
Relationships enable business.

Language is the fertile ground (starting place) for achieving your personal and business purpose and any outcome you desire, like overcoming the challenges raised in this paper. When language elevates conversations and conversations enrich relationships the work (transactions and interactions) is enhanced and results take care of themselves.

My objective is to make my language enlightened. I use the word enlightened as a reference to enlightened self-interest the philosophy in ethics that's about 'doing well by doing good', or as Zig Ziglar so wonderfully put it "You will get all you want in life, if you help enough other people get what they want."

Your language (intention, words, tone, timing, body language) must be exactly right for the right person/people at the right time for them. Your language package must be such that people are not left in any doubt that you are here for them.

Conversations are elevated when we use such language.

Language too is about eliminating words that do not serve other people.

In other parts of the Remarkable Workplaces book I explore conversations, presentations and communication, relationships and purpose in depth.

For now your work is to get your language enlightened.

3 recommended actions

- 1) Take a very careful note of language being used in your workplace (any place for that matter) that causes people to roll their eyes or visibly withdraw. Examples I've seen are bandwidth, engagement, empowerment, disruption, scale, pivot, leverage, synergy.
- 2) Eliminate slogans and sound bites from your business. We get annoyed when the media and politicians use them so why on earth would we make our people suffer?
- 3) Invest time and energy in bettering how you speak, your messaging, making eye contact, using tone variations and pausing.



Be remarkable.

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Ian Berry is a Possibility Activist. He has as been working with business owners and leaders, women and men, to turn possibility into reality since 1991. His special focus is better results for you at less human and operating cost.

He's engaged with people in over 40 countries and across a myriad of diverse industries.

Ian is the author of the acclaimed trilogy Changing What's Normal, The Appreciative Leader and Remarkable Workplaces.

Ian's in person sparkenation conversations about change, collaboration and transformation plus follow through mentoring online and in person are unique and profound. They will help you to achieve better results at less human and operating costs.

Learn more at www.ianberry.biz