

## JTS Associates Inc. Newsletter

### Issue 3



Welcome to JTS Associates' third email newsletter. Our goal is to assist clients, associates, and friends with words of wisdom; helpful tested information from my consulting, coaching, and teaching activities.

**Our focus statement:** Providing personalized leadership, selling, and influencing skills to Business Owners, Executives, Entrepreneurs, Management, Professionals, and Mavericks (including a few near- miracles) since 1985.

We hope you find the information we bring to you informative and helpful in growing your business. If you have suggestions or ideas, please let us know how we can improve our newsletter.

Note: Our newsletters will be archived on our Web Site effective 10/15/2005.



John Shoup

## **MAXIMIZING YOUR HUMAN RESOURCES ROI**

**A Perpetual Balancing Act**



Astute business leaders are paying closer attention to their Human Resources ROI. They recognize the value of realistic strategies and programs that produce measurable results and meaningful solutions that last.

Business leaders are moving People Management Strategies to the top of their priorities at four levels. Leaders are:

1. Providing more focused approaches for their employees that "Help People Succeed." We

- have covered this in our last two issues.
2. Training and developing their managers and supervisors.
  3. Involving themselves in leadership development programs about "People Management" that help them untangle real-world organizational, interpersonal, and relationship issues.
  4. Placing much more emphasis on understanding, tracking, and reporting their "people costs" against sales, profits, margins, budgets, employee productivity, and employee value added.

### **A Perpetual Balancing Act**

Balancing task and people priorities requires constant focus and vigilance. Both are important, and most of us tend to lean naturally toward one or the other.

In business, we tend to be most familiar with the five **Task Priorities**: Responsibility, Accountability, Action, Measurement, and Results. We learned them in schools and seminars. These are always in the forefront. They are objective and trackable. People can be trained to respond effectively to Task Priorities. Clear-cut data can be reported and displayed in black and white. Bonuses can be calculated objectively, and tangible recognition can be given.

The five **People Priorities** don't come easily for many leaders. They were not covered in college when I was a student majoring in Business Management. How about you? A lot of what's available is too soft, "feel good," "one size fits all," impractical, sometimes too freaky or touchy-feely to be brought into the workplace. Succeeding with the people priorities requires highly developed personal versatility.

Here are the five people priorities:

#### **SELF-AWARENESS**

- Having an accurate picture of your strengths and weaknesses, and a willingness to improve.
- A realistic self-assessment of your moods, emotions, and drives.
- An understanding and appreciation of how others view your strengths, weaknesses, and potential.

#### **SELF-MANAGEMENT**

- **Impulse Control:** Controlling and redirecting your disruptive and disabling impulses and moods. Not over-reacting or under-reacting in difficult situations. Avoiding knee-jerk reactions.
- **Stress Tolerance:** Managing your reactions to adverse events and stressful situations.
- **Demonstrating composure and straightforwardness.**
- **Being willing and able to energize and take action.**

#### **AWARENESS OF OTHERS**

- **Understanding others' basic personalities in a practical sense.**
- **Recognizing, understanding, and appreciating the feelings, emotions, priorities, and needs of others.**
- **Relating effectively in response to the above.**
- **It places a high priority on the value of and regard for other people.**

## INTERACTIVE SKILLS

- Proficiency in managing relationships and building networks.
- Building and mending business relationships inside and outside your organization.
- Resolving work-related problems without alienating people.
- Confronting problem people decisively, fairly, and effectively.
- Getting buy-in from people by involving them, engaging them through communication and listening, including them in the decision-making process, and building commitment and mutual respect.

## SELF-MOTIVATION

- This comes from within.
- It is demonstrated in your self-confidence, self-direction, self-reliance, and commitment.
- It is based on a strong drive to achieve.
- It is grounded in optimism.

In future issues of our newsletter, we will dig into the five people priorities. You will be able to use the "Twenty Attributes for Managing People Priorities" to score yourself and others. We will also look at tools some businesses use to measure their HR ROI.

*Based on concepts of Emotional Intelligence developed by Daniel Goleman, Richard Boyatzis, and others, and concepts of Versatility developed by David Merrill & Roger Reid. The Leadership Factor®, JTS Associates, Inc., 1/27/02, Rev. 9/18/05*

## **THE PRINCIPLES OF INCREASING YOUR VERSATILITY**

### **Part 2 in a 10-Part Series**



IYV is the most sought after program that JTS Associates provides. In each of the next 10 issues, we will describe the principals of Versatility. JTS Associates defines Versatility as the ability to improve your work relationships by:

- Relating effectively to a variety of people and situations at work.
- Adapting quickly and effectively to dynamic work environments.
- Thriving on change.

### **PRINCIPLE #2 - Interpersonal Barriers**

Differing Tendencies Often Cause Barriers Between People at Work.

The demands of our jobs, and of others with whom we work, can require responses that take us out of our comfort zone. Without Versatility, we have difficulty adapting to situations and people that make us uncomfortable, or have personalities, needs and/or priorities that differ from our own.

Job stress can heighten the problem and further weaken our ability to adapt. This may cause us to put up barriers that cause interpersonal problems and interfere with teamwork, focus and productivity. With Versatility skills, we can adapt readily to challenging situations and people at work.

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Next issue:

- IYV Principle #3
- More valuable information on how to make you and your business more successful