

# BUSINESS *HANDY HINTS*



Business handy hints

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**EFFECTIVE MANAGEMENT GROUP**

## Improving Communications in your Office

**In** this day and age we have lots of methods to communicate /talk to people with.

We have machines like computers, mobile phones, and fax machines – in/ out office trays and all these have the capability to send our messages direct without having to talk to a person face to face.

### Interpersonal effects:

Now have you ever noticed when you have been watching a special segment on the TV or listening to something special on the radio or maybe you have got your attention on a book or article, someone says something to you or asks you a question and you ignore them? (*not normally out of rudeness –it's just your attention was not on the person*) Look at just how they get a bit irate at you in no time at all.

You look at them with a look of confusion as if to say “what’s all the fuss about?”



## Building the innovative potential of workers

By giving the individual worker a focus on the their production, and rewards for increasing production, they will gradually be more and more interested and active in finding ways and means to increase their production.

This can lead to two positive outcomes:

Immediate / short-term increases of personal productivity. This may be by;

Personal motivation to work faster for the extra rewards;

Better organising their immediate environment (Eg, their work day, flow of work, interaction with co-workers)

Focusing on the productive / valuable work they are there to do as opposed to distractions or less productive activities.

2. Longer-term harnessing of workers knowledge and in-



## Improving Communications in your Office



This all happens because people don't answer or acknowledge what a person has to say (*it has nothing to do whether you agree with them or not really*) they just don't know if they have been heard.

The saving grace is, when you are in the same room you can pull that person's attention to answer you or at least acknowledge you in some way with a nod, wave of the hand or just a grunt – at least you feel better with that person.

### Try this:

Start talking to someone and you talk, they listen you stop and they talk and you listen, they stop – you say nothing? (*In other words ignore them a little*)

Get the idea – feel the frustration, if not, start talking to someone again and then ignore them and watch the reaction from them.

### In the office:

**NOTE:** The point I'm trying to make is aligned with emails between people.

I'm not talking about sales letters or the like from people you don't know.

How often do you send an email with a request or something and people don't let you know they received the communication – you can be hung up for days wondering “did they receive it?” – That's all, did they receive it?

If you would like to improve the lives of people around you, be they family, friends, workers or clients, please let them know you have received their communication with an “Ok” or a nod or “I got it”. Something that will let them know you got the message, strangely enough it will start happening to you too.

The same goes for the email or office memos – let people know it's been received.

**“You can't read people's minds” and they can't read yours either.**

**Life's a game  
to be played.  
You can be a  
spectator or a  
player.**

**It is your  
choice**



### WEB SITES:

[www.winwinstaffincentives.com.au](http://www.winwinstaffincentives.com.au)

[www.solutionsforbetterbusiness.com](http://www.solutionsforbetterbusiness.com)

[www.Mycourse.net.au](http://www.Mycourse.net.au)

## **Building the innovative potential of workers**

novative potential. As time progresses with staff working with this incentive program and thinking more with how they can influence production increases in the organisation, they will be a much more valuable resource when management want to consult them for ideas and planning. Imagine, if you will, a staff member who is eager to contribute bright ideas to management on how to increase the productivity of the organisation because they want (and have an 'incentive') to increase their production statistics. A year on this program would be a year of thinking of ways increase production – innovation for production.

Measuring productivity in no longer a mystery – sporting bodies have been measuring performances of individuals for years.

Surveys tell us:

The order of the most desirable incentive:

- 1      Holidays
- 2      Gifts/vouchers
- 3      Money

It is recommended when employing people their salary/wage package is all agreed on beforehand. The incentive program is your choice and options can be changed to suit the time of the year along with the customs of the profession.



## **Filing**

People often say, what do I need to file, and do we have a system?

Now one must first understand that files are a company's memory.

Company's need to ensure they have a written policy /procedures to instruct people in how to file various documents.

Very much like computer, it often a good idea to have a standard filing system on computers too.

Then if you are required to move around your up with the system even it there are a number of servers to be familiar with.

It will save heaps of wasted work it a mangers makes it a project to get a thorough document filing system in place.

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