

STRATEGIES

January 2000

SHOP TALK

O.E. Strategies Celebrates Their Second Year in Business! A Message From The President

Our first year in business has been exciting and fulfilling. We have remained connected with old friends and made some new ones.

As we work with clients, the most satisfying projects allow us to partner with project teams and client staff. We have had the opportunity to contribute to several key employee development programs which combined change management with new skill development. The success of these projects rested on a collaboration of the ideas and talents of all team members.

Other key projects have included designing selection/ hiring systems, employee opinion surveys and management development process. Our clients represent a mix of professional and manufacturing firms.

Our organization started with 2 consultants and a business manager. Building our technology information structure was a key operational goal achieved in 1999. We have also expanded to three consultants and two partnerships with independent consultants who bring a wealth of knowledge and experience to succession planning, leadership development and survey processes.

As we look forward to 2000, we are focusing our efforts on expanding our capacity by building a website that will allow us to interact with our clients on-line. We are also refining some of our management development offerings to allow cost effective service to organizations that need to develop a few managers at a time. We believe that the personal attention we provide supports our clients' success. Doing so in an efficient manner enables us to support both larger and smaller organization's differing needs.

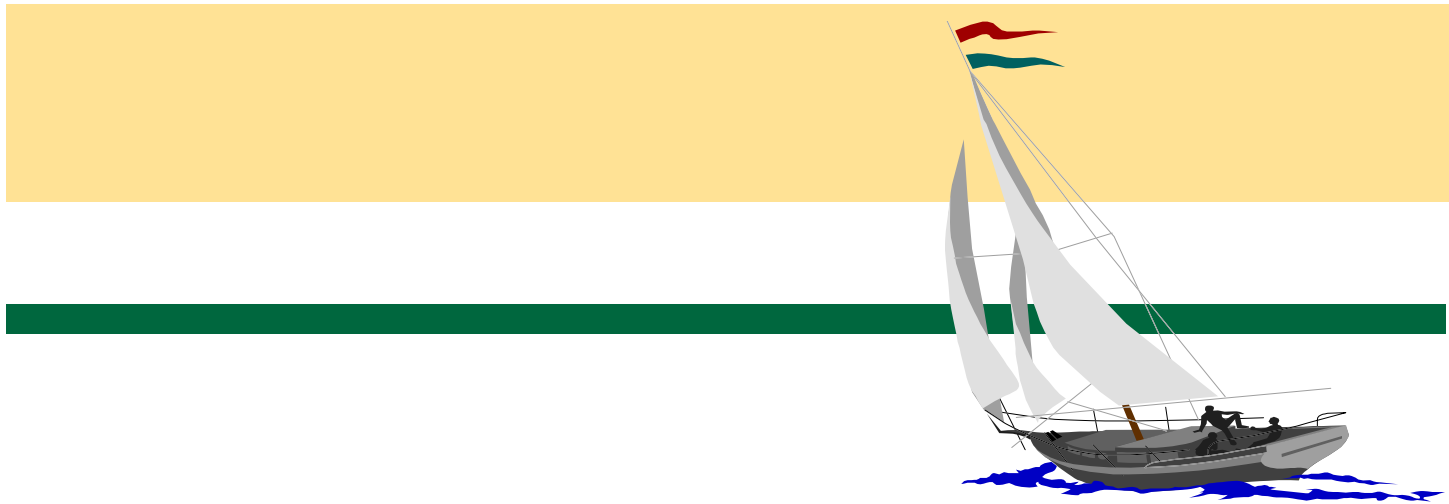


Babette Miklos, CMO
(Chief Morale Officer)

Suzanne M. Miklos

Issue # 1

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Supervisor's Corner: Keep Employees From Jumping Ship

Data from the 1999 Emerging Workforce Study shows that 34 percent of new employees who don't receive regular mentoring will look for another job within 12 months, but only 16 percent of the job seekers will jump ship.

Of all employees, who wants to quit in 12 months?

- 21 percent of all workers.
- 35 percent of those dissatisfied with company mentoring.
- 41 percent of those dissatisfied with company training.

The biggest problem in business today is how to find, keep, and motivate workers.

Today's employees jump ship for as little as \$1.00 per hour raise unless something else keeps them on board. A company experiencing high turnover has serious financial concerns. It costs anywhere from \$4,000 - \$15,000 on average to recruit, hire, and train a new employee.

Gregory Smith, a leading authority on workplace innovation and employee motivation, says "Money may get employees in the front door, but you need something else to keep them from going out the back door."

Communication. An open communication policy keeps employees "in the know." Employees assume you know more than you do, even if you don't. So, share as much as you can, as soon as you can. This can be accomplished with weekly update meetings for departments, company newsletters, bulletin board postings, e-mails, and, of course, memos. Depending on the size and type of your company you can incorporate one or more of these mechanisms to keep employees "in the know."

Training and Development. Employees want the training that will make them successful on-the-job and off. Training should begin with new employee orientation. The company needs to train the employee about the company and what is expected from him or her. Every employee should know the history of your company and what the future holds. On-going training throughout an employee's career can include safety training, specialized job training, communication skills, supervisor development, time management, coaching for performance and action planning. Developing competencies and the training to achieve them helps employees grow.

Team Building. Today's employees respond to being part of a team. Teams encourage individuals to find common ground. With this comes increased responsibility, accountability and ownership. Team members learn to effectively blend personal goals with organizational objectives. Team dynamics promote performance and support learning and behavioral change, creating a win-win situation for the employee and the company.

O.E. Strategies can help your company retain its employees with customized training developed to meet your needs.

Good Management ⇒ Committed Employees ⇒ Satisfied Customers ⇒ Improved Bottom Line

O.E. Strategies Offers Clark-Wilson 360° Surveys

What is a 360° Survey? A multi-rater survey that provides feedback to managers about their competencies and skills as managers.

How can this survey help my company? The Clark Wilson Survey builds better understanding of individual strengths and needs, identifies skills needed to enhance effectiveness, and promotes career development and personal growth.

O.E. Strategies understands what it takes to help your managers know which of their skills are strong and which need developing. Clear **FEEDBACK** regarding critical management skills, together with adequate opportunities to **PRACTICE** these targeted skills are essential to establish permanent changes to one's behavior. Your managers know that they need to be "doing things differently at work" if they want to succeed!

Serving the Greater Cleveland area, O.E. Strategies is **Locally-based** and ready to provide the **On-going support** through **Individualized Coaching** that is essential to sustaining the developmental changes your managers need to succeed.

The Clark Wilson Survey is effective, easy to use, affordable, and based on proven research. In addition, O.E. Strategies can customize training sessions to allow groups of managers to practice skills.

Mike Searcy, Director of Human Resources, A.J. Rose Manufacturing has this to say:

"The survey principles are compatible to modern management. Proactive, relevant fundamentals apply to anyone in leadership. Our individuals, teams, and organization benefited from the practical applications. O.E. Strategies' customized process helps managers apply the skills on-the-job."

To find out how O.E. Strategies can help your management team reach their full potential through the 360 Process, call 440.886.6576. The process is not only effective, but affordable. If you contact us before February 29, you'll receive 10% off your customized training program.

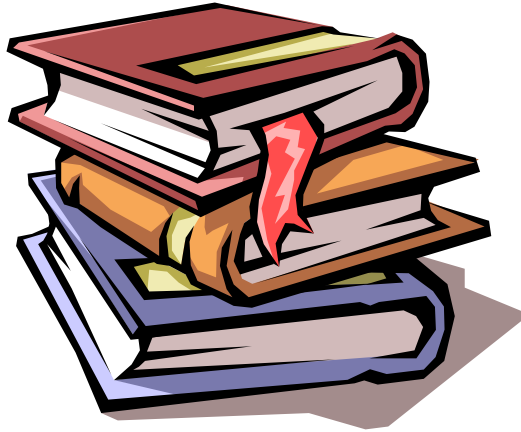
The Survey of Management Practices



O.E. Strategies understands you are a unique organization that has unique training needs. We become your partner and together develop a comprehensive training program that will meet your company's training needs.

- 1) Managers complete Clark Wilson 360° survey and receive feedback on their management skills from others in your organization.
- 2) Action planning and individual coaching based on survey responses guarantees results.
- 4) Custom training modules, developed exclusively to meet the unique needs of your organization, allows groups of managers to practice skills and learn how to implement those skills immediately.

Book Reviews



The One Minute Manager Meets the Monkey

Quill, 1989; Kenneth Blanchard, William Oncken, Jr., & Hal Burrows

The One Minute Manager Meets the Monkey is a lighthearted story that offers practical insights that can be incorporated into your life. Throughout the story, you learn what “upward delegation” is and how to block it.

Must reading for executives, managers, supervisors, and team leaders, both experienced and novice, who find themselves handling all the every day problems that arise beyond their own duties.

Monkey management teaches what the monkey is (the next move), how to assign ownership, when to use insurance policies, and when to give the monkey a check-up.

Customized training for your company is available. Call O.E. Strategies (440-886-6576) to learn how to incorporate monkey management in your organization.



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