

Directing Performance Series

This series of Vignettes demonstrates some of the complexities of directing the activities of workers. Leadership, communications, motivation and appraisal are discussed in relation to directing others to achieve high performance.

Directing People

Talks about the difficulties of dealing with people. Defines "directing" and lists the key roles of leaders, managers and supervisors in reconciling competing goals of workers and the organization.

What Motivates People

The bottom-line task of leaders and managers is how to get workers develop the desire to the work because they want to do it. There are five essential motivations that affect the behavior of workers, which leaders and managers must learn to detect and utilize.

Effective Communications

Discusses what effective communications is and the barriers to effective communications. Explains the three techniques of effective communications and suggested ways that leaders and managers can improve communication skills.

Importance of Goal Setting

The topic covers discussions on the value of good goal setting in assisting workers perform better. An unclear and ill-defined goal could lead to poor performance. Explains how to make workers take a lead role in goal setting. Since they do most of the work, it is better to let them have a say on how work is to be done.

Coaching Your Team

This Vignettes presents the five step coaching process. It focuses on helping leaders and managers understand their roles in guiding workers and at the same time allowing them room to achieve high performance levels. Explains why leaders and managers must show good example, which they hope workers will follow.



Self-Development Through Appraisal

Informs learners that appraisal, whether by oneself or with a boss, is essential in providing feedback to the workers and leaders. Whether a formal appraisal is in place or not, leaders and managers must assess themselves to learn how they can improve.

Why Discipline Poor Performance

Taking disciplinary action is one of the most sensitive issues in leadership and management. Explains the reasons and benefits of disciplining a worker with poor performance.

Supporting Your Company, Not Bad Mouthing It

It is easy of some leaders and managers to fall into the trap of blaming the company for all their troubles. Criticizing the organization without taking positive steps can cause the leader to present a wrong picture of the organization.