



Leading from the ground up



For new or renewing leaders

Planning for successful performance

For many organisations, employee costs are the largest part of their budget. Good stewardship and commitment to organisational outcomes requires effective leadership to get the best results with employees.

Plan to succeed

We plan budgets to get the most from our finances. We plan projects to make sure they work and run smoothly. We have strategic and operational business plans so business areas know what to do. We also need to develop Success Plans with each person. These are project plans for how they will succeed in their work in the current year.



Cover their backs

There is little point developing people's capabilities and commitment if they don't have the goals, resources, and systems needed to do the job. Supervisors must cover people's backs, ensuring these things are available and issues are resolved.

Feedback

Feedback is a specific type of conversation. Frequent feedback is critical to successful performance. This means at least once a week. Positive, or reinforcing, feedback is the most effective. It helps people identify and repeat positive practices.

