

Seventeen Gorman

ADVISORS LLC

"Innovation through Collaboration"



Creating Individual and Organizational Excellence via Leadership Development, Management Development, Mentoring, Coaching, Team Building, Skill Building

Achieving Excellence

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Welcome

Welcome to the April issue of "Achieving Excellence" which is inspired by clients and friends of **Seventeen Gorman Advisors**. We enjoy new ways of thinking and new ways of helping you achieve your goals.

Seventeen Gorman Advisors is a consulting practice focused on improving individual and organizational performance through skill building programs and developmental services.

Our approach to problem solving and issue resolution involves client participation at

all points in the process. Above all, we listen to our clients to understand their needs and goals so that the solution we develop together - as true partners - provides a sustainable business advantage.

Best Regards,

Jeffrey C. Leventry
Principal

In Your Quest for Excellence

"The quality of a person's life is in direct proportion to their commitment to excellence, regardless of their chosen field of endeavor." - Vince Lombardi

The 4 R's of Good Management



Today's manager faces challenges and issues that were less prevalent a mere 10 years ago. Among other things, managers must deal with employee turnover, lack of trust and loyalty, and the matrix organization structure which increases the number of both direct and indirect reports.

While the look of organizations and management may have changed, the principles of good management remain constant. I refer to these principles as the 4 R's: **Respect, Responsibility, Reward and Recognition**. An examination of each provides the meaning of the concept and the resulting positive impact to the employee, as well as the organization.

Respect

Respect can be defined as a positive feeling of admiration or deference for a person. It can be both given and received. The best managers respect their employees and listen to their ideas and opinions. This leads to improved self-esteem, self-worth and respect for the manager. In my experience, when employees are valued, their contributions increase and they are motivated to work harder to accomplish individual and team goals.

Responsibility

Responsibility can be defined as the state or fact of being answerable or accountable for something or someone within one's power, control, or management. Good managers take their responsibilities seriously and feel a duty or obligation to support their employees so they reach their potential. They also view the manager role as an ongoing responsibility and privilege that has been earned, rather than a right that has been granted.

Employees take notice of this character trait, and admire and respect managers who act with genuine concern for their direct reports. In addition, loyalty and

commitment to the team improves as mutual accountability grows with the ongoing development of the relationship.

Reward

Rewards in the workplace take many forms and come in all sizes. In addition to the normal financial reward, managers can reward performance and desired behaviors by giving employees special opportunities that lead to career growth and development.

The best managers tailor the reward to the individual, timing it to that employee's achievement of the desired results. They also ensure that the reward is communicated effectively so the employee realizes how the reward ties directly to the accomplishment. Conversely, those who are not rewarded need to understand the manager's reasoning and rationale, as well as the approach (or action steps) that should be taken to achieve a reward in the future.

Recognition

This concept goes hand-in-hand with reward, but also has its own distinct attributes.

There are as many ways to recognize employees as there are managers. Some managers convey employee achievements via e-mail or other forms of written communication. Others make announcements during special team meetings or regular staff meetings. Still others highlight employee accomplishments on intranet websites that feature an "employee of the month" or something similar.

Regardless of the approach that is utilized, the best managers make employee recognition a normal part of their repertoire and ensure that it becomes part of the team culture. They also use it to reinforce desired behaviors and showcase meaningful accomplishments rather than everyday expected performance.

Finally, great managers use reward and recognition as an opportunity to mentor and give access to new development opportunities. For example, an employee may be invited to sit in on a management meeting or be given an opportunity to lead a project to enhance their leadership skills.

In closing, managers who practice "The 4 R's of Good Management" typically achieve the following results:

- Improved employee engagement and morale
- Increased loyalty and trust
- Enhanced performance and potential
- Higher retention rates

If you would like to improve your management skills and achieve better business results, please contact me at jeff@17gormanadvisors.com.



Today's young professionals who are contemplating a career in the business world should possess many critical skills in order to succeed. Those who master the following skills will find greater opportunities for advancement at their firm and will position themselves for career success.

Writing Skills

Business professionals need to learn to write in a concise, organized fashion in order to analyze an issue (or issues) and take the reader from problem to solution. This is what senior executives expect business people to do every day when analyzing issues that impact the organization. One way to learn this important skill is to enroll in a business writing course at your local college or complete eLearning modules that focus on this skill. Those who can write effectively will get noticed and will be asked to write proposals and other business documents for the team or functional area.

Presentation Skills

Professionals need to learn the fundamentals of designing and delivering impactful presentations. I have taught "Presentation Skills" in the corporate sector for over ten years and offer this course to clients who wish to improve their performance. Business people also need to practice this skill by finding opportunities to deliver presentations to internal and external clients on a regular basis. This builds confidence in one's ability to construct and deliver presentations that make positive impressions on your audience. The ability to write well and deliver effective presentations are two of the most important professional skills in the business world and will give you an advantage over your peers while also setting you up for promotional opportunities at your firm.

Decision Making Skills

In today's business world, professionals are required to make sound business decisions on a routine basis as part of their role in the organization. Recognizing the importance of this skill, employees should learn proven analytical approaches for making good decisions that help support the team's achievement of performance objectives. I teach effective decision making methodologies in my current program called "The Art & Science of Sound Decision Making". Those who consistently make excellent decisions that yield optimal outcomes raise their profile and add tremendous value to their firm.

Problem-Solving Skills

Young professionals need to learn how to analyze complex scenarios, articulate the

critical issues, and then evaluate the situation in order to create viable recommendations and proposals. This is the essence of problem-solving in the business world. The best business professionals are experts at sizing up a situation, understanding the relevant issues and developing solutions utilizing their problem-solving skills. Mastering this skill is a stepping stone to management / leadership opportunities at your firm.

Interpersonal Skills

Professionals need to gain experience interacting with (and relating to) diverse personality types so they can build a rapport with colleagues and develop constructive relationships using diplomacy and tact. This skill is invaluable in the business world since professionals are faced with a wide variety of behaviors and personal agendas every day at the firm and in the marketplace. In my opinion, this skill is learned over time with practical experience and is honed through constructive feedback from a trusted mentor or advisor. I have coached numerous employees over the past twenty years to help strengthen their interpersonal skills. The ability to successfully maneuver through situations involving complex personalities and agendas is imperative in your effort to climb the corporate ladder and achieve success over a long-term career in the business world.

Project Management Skills

The prevalence of matrix organizational structures in today's firms means that professionals will become more involved with diverse projects that span numerous functional areas. They will also be required to work for project managers who possess differing areas of subject matter expertise and who provide performance feedback to the employee's appraising manager. For this reason, professionals need to possess fundamental project management skills and understand the importance of successfully managing their work on multiple projects as part of their routine performance at the firm. I have taught "Project Management" in the corporate world for over ten years and offer this course to clients who desire to master this critical skill. Like the other skills referenced above, competent project management skills are a critical component of career success and help make today's professional a valuable asset in most organizations.

Our offerings include the following:

Developmental Services

[Coaching](#)
[Management / Leadership Development](#)
[Meeting Facilitation](#)
[Mentoring](#)
[Team Building](#)

Skill Building Programs

[Influencing Skills](#)
[Presentation Skills](#)
[Project Management Skills](#)
[Decision Making](#)

Seventeen Gorman Advisors looks forward to collaborating with you.
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