

Welcome to the 6th edition of RedPoint Management's client newsletter. This is a simple way for us to stay in touch with you so that you are receiving the most value from our services. You are most likely getting this newsletter because we have a Birkman™ Profile on you and we want to see that it continues to bring value to your work and life.

Serious

Practical

Fun

Better Management using The Birkman Method™ and RedPoint

RedPoint – Point of Discussion

Recently I had a chat with a friend who owns a small (retail) business. After answering many of his management questions without rebuke, one final redirect seemed targeted for the jugular. “Do you always advise that managers take a positive stance versus a punitive one when dealing with problem employees?” Two days later the answers are clear. Managers who take a demonstratively positive attitude when praising “performance employees” are much more likely to see continued high performance and collaboration from these “A” players. Managers who understand the underlying motivations of problem staffers and address those positively, taking a genuine interest in the issues, become the trusted advisor. In such cases, be the teacher.

To be sure, both cases take time, attention, and the tools to know what motivates. The active use of Birkman Method reports makes this task infinitely easier by helping managers adjust their style, for the moment, to aid in the further development of their staff.

Still, in cases of theft, deception, unethical behavior, and extended sub-par performance, the manager should still strive to a principled and positive dismissal that helps the employee take steps in the right direction with their next employer. They will thank you later.

Mike Pollock and RedPoint Management are always available to help managers successfully find the right course of action (and sometimes the exact words to use). Try us!

RedPoint Management is beginning its 5th year! Read the press release at http://chattanooga.com/articles/article_99248.asp. In an effort to expand our reach we have rebuilt the RedPoint Management Website. New features include archived newsletters, favorite links, press and praise, and a more polished appearance. You can be a part of it by sending links, sending your Birkman stories, or signing a friend up to receive the newsletters. Please visit the mostly new <http://redpointmanagement.com>



Please call or email with questions, comments or referrals

The mission of RedPoint Management is the development of more productive working relationships. We want to see people enjoy their work, to contribute, and find meaningful relationships as we strive for results and purpose in life and work.

RedPoint appreciates your referrals and continued evangelism for our services. Thank you!

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