



Do you See It & Say It?

HRBS offers a training program for Managers called 'See it & Say It - Proactive Performance Management'. 'See it Say it' (SISI) is when you see behaviour or performance that is unacceptable and you say something immediately while the issue is small and before it escalates - it is a proactive performance management strategy. SISI also applies to when you see positive behaviour. By the manager acknowledging positive behaviour in the workplace it helps to reinforce and encourage repeat behaviour in the future.

Failing to notice, rectify or raise matters the first time an issue arises, can often turn these problems into habits causing negative consequences for you, your business, staff, and customers:

- Organisational (Decrease in sales and profits)
- Managers (Stress, anxiety, worry, lack of confidence, lack of respect)
- Team (Frustration due to inconsistent standards of performance of co-workers, and additional pressure to step up and fulfil the roles of others)
- Customers (Poor customer service experience)

The key to this every day management technique is to see the behaviour and say something the first time you observe it, this way you do not risk sending the wrong message to the employee by allowing acceptable behaviour or performance to continue for weeks or months before saying anything.

The longer you leave 'saying it' the more difficult the conversation becomes for you the manager, for a number of reasons:

- Some managers find it difficult to discipline long term employees.
- The closer the relationship you have with your employees the harder delivering unpopular such messages can be.
- You cannot justify why this behaviour or standard of performance is suddenly not ok after accepting it in the past.
- For new managers and team leaders - you may simply lack the skills, experience or confidence to have tough conversations.

The key to the "See it and Say it" performance management strategy is to ensure that you hold everyone accountable for unacceptable behaviour or performance all of the time. Being inconsistent as a manager sends mixed messages to staff regarding your performance expectations.

This training workshop will teach managers and team leaders at all levels the art of Proactive Performance Management so all of your leaders can proudly call themselves SISI's!!

HR Business Solutions

PO Box 203 | Bulimba | Queensland | 4171

P 07 3832 5665

W www.hrbs.com.au | E info@hrbs.com.au

ABN 75 125 968 505