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CONNECTING THE DOTS: Boosting Employee Productivity And Development For Business Success

HH Groupwide Knowledge Sharing Session

Presentation

Business Success, Employee Productivity & Development

What Employee Productivity Is Not?

- Putting in long hours of work without desired output.
- **Putting in face time:** This expression refers to being physically present in the workplace for a certain number of hours, regardless of whether an employee is actually being productive or not.
- **Going through the motions:** This expression implies that an employee is simply going through the motions of their job, without putting in any real effort or commitment.

What Employee Productivity Is?

- Employee Productivity refers to the level of desired output or efficiency achieved by an employee in completing an assignment within a given period of time.
- Putting your nose to the grindstone- Working smart and focusing on productivity.
- Going the Extra Mile
- Aiming to achieve set goals and objectives

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The Link

Business Success and Employee Productivity & Development

- Coaching & Mentoring
- Personal development
- Career Advancement

- Employee Efficiency
- Culture of Excellence
- Achieving Defined Goals
- Team Motivation

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How does this impact the HH Group?

Improving Lives and Transforming Africa

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The Link

Business Success and Employee Productivity & Development

- Coaching & Mentoring
- Personal development
- Career Advancement

- Promoting Team Motivation
- Constructive Feedbacks
- Achieving Defined goals

- Brand Reputation
- Higher revenue growth
- Employee Satisfaction / Retention
- Customer Satisfaction
- Satisfied and loyal stakeholders
- Source of competitive advantage
- **Improved Lives and a Transformed Africa**

The Key Players in Boosting Employee Productivity and Development for Business Success

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The Key Players

Who is responsible for boosting Employee Productivity and Development

HR, Organization, Individual, Everyone…

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Individual Role

As an employee, you have a significant role to play in boosting your productivity and development.

You are to;

- Take ownership of your development
- Be proactive in managing your career development, seek out growth opportunities.
- Communicate your career aspirations and goals to your line managers and HR.
- Seek feedback on your performance.
- Self-Awareness: Be aware of your own strengths and areas for improvement and take steps to improve your skills and knowledge.

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The Crucial Role Of A Line Manager In Boosting Employee Productivity And Development

In every organization, line managers are the employees' immediate supervisors, and they are typically the closest point of contact between an employee and the organization. Hence, making them best fit in enhancing the productivity and development of an employee.

The Line Manager responsibilities include the following:

1. Identify the skills and abilities of their team members and help them develop their talents. This involves providing coaching, mentoring, one-on-one meeting and feedback on performance.
2. Create opportunities for employees to take on new challenges and responsibilities.
3. Enable constructive feedback in the team.
4. Value their work and inputs, make them see the impact their work is making.

"93% of employees believe that their manager plays an important role in their development at work.

According to a study by the Society for Human Resource Management (SHRM)

"82% of employees from the Heirs Holdings Group confirmed that they regularly receive feedbacks from their line manager on their work performance.

According to a survey by the Heirs Holdings Talent Management Team.

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Case Study Discussion

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Case Scenario 1: John works at ABC Corporation as a marketing officer. He is known to always deliver on the job but lately, he has been feeling frustrated and undervalued at work. His line manager, Sarah, has been giving him increasingly vague and conflicting instructions, making it difficult for him to complete his tasks effectively.

Furthermore, Sarah hasn't provided him with any constructive feedback or guidance on how he can improve his performance. This lack of communication has led John to feel confused and demotivated, as he's not sure if he's meeting the expectations of his job.

John has tried to talk to Sarah about his concerns, but she's always too busy or dismisses his worries.

As a result, John's work has started to suffer. He's been missing deadlines, and his projects are not up to the usual high standard that he's known for.

John's colleagues have noticed his decline in performance and have started to express their concerns to Sarah, but she hasn't taken any action. This lack of support from his line manager has left John feeling isolated and undervalued.

Eventually, John's frustration reaches a boiling point, and he decides to quit his job.

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Case Scenario 2: Jim works as a software engineer at a technology company. He has been with the company for a few years and has been a solid performer, but he feels like he could be doing more to advance his career. His line manager, Jane, notices that Jim has been feeling a bit stagnant and decides to have a conversation with him about his goals and aspirations.

During their meeting, Jane actively listens to Jim's concerns and asks probing questions to better understand his interests and career objectives. Together, they come up with a plan to help Jim acquire new skills and experience that align with his career goals.

Over the next few months, Jane provides Jim with challenging projects and opportunities for professional development. She also makes sure to give him regular feedback on his work, highlighting areas where he excels and offering constructive criticism on areas where he could improve.

As Jim begins to take on more responsibilities, Jane recognizes his hard work and dedication and recommended him for a promotion. Jim feels valued and supported by his manager, and he continues to thrive in his role.

Through Jane's guidance and support, Jim feels more motivated and engaged in his work than ever before. He feels like he is making progress towards his career goals and was able to climb the career ladder at the organization. Jim was grateful to have worked with a manager that invested in his success.

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Case Study Questions

Case Scenario 1

1. What factor(s) was responsible for John's low productivity at work?
2. What would Sarah, his line manager have done differently to avoid this situation
3. What other intervention could he have exploited?
4. Was quitting a wise decision for John?

Case Scenario 2

1. What factor(s) was responsible for Jim's high productivity at work?
2. What did Jane, his line manager do differently to achieve this?
3. What are the take-homes from this scenario?

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Best Practices for Line Managers to Boost Employees Productivity and Growth

DO THIS

1. Set clear goals and expectations for your employees and ensure that they understand them. This will help them focus on what they need to achieve and develop their skills accordingly.

2. Provide regular feedback to your line reports, both positive and constructive. This will help them understand what they are doing well and where they need to improve.

3. Encourage your line reports to take on new challenges and responsibilities and provide them with the necessary support and resources to succeed.

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Best Practices for Line Managers to Boost Employees Productivity and Growth

NOT THIS

1. Micromanage your employees. This can be demotivating and hinder their growth and development.
2. Stingy with praise - generous with blame.
3. Play favouritism and ignore merit
4. Use termination as a threat 24/7.
5. Does not care about line report welfare. You are free to fall sick, 😷🤒 but must show up in the office.
6. Spread mental abuse and verbal abuse like rain🙄
7. Bully line report and use demeaning language.
8. Disrespect boundaries.
9. Ignore line report's concerns or feedback.

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"You can have the best strategy and the best building in the world, but if you don't have the hearts and minds of the people who work with you, none of it comes to life." - *Renee West*

Thank You
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