



# The Navigator



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PERFORMANCE MATRIX, LLC

*Providing Direction for Individual and Organizational Performance*

## *Streamline Your Tasks*

You can save time by grouping administrative tasks throughout the week. Here are some strategies:

**Making phone calls** – Create a list of the people you need to call daily. Make all of your calls at one sitting. Once you get started, each call becomes easier and more efficient. Schedule your calls early in the morning, just before lunch, or at the end of your workday.

**Reviewing/Reading** – Whenever you leave the office, take some reading materials along with you. This way, when you are waiting for an appointment, waiting in line, or stuck in traffic, you can use this time to go through the materials. *Note:* Have a pen/pencil with you for making notations and/or reminders.

**Billing/Invoicing** – set up a time each week for client/customer billing, tracking, and invoicing. Once you get into a rhythm, it can save a lot of time.

Source: Sorrell Associates, all rights reserved worldwide.



*Are you the conductor of your team?*

## *Formal Leadership*

*This is part four of a five part series on Formal Leadership. Each concept works alone and also complements the other articles in the series. Please contact us if you missed an article.*

### **The Leader As Director**

In the director's role, the leader is like a symphony orchestra conductor. Everyone knows their part, comes in on cue, and maintains the tempo that has been established. The conductor does not play the instruments, that is the role of the musicians. Each musician does not decide when to play, that is the role of the conductor. The role of the conductor is to elicit the best possible individual performance in concert with the entire orchestra to create a symphony of sound. The conductor encourages and contributes to practice. Each individual knows his/her part. Each knows how critical that part is to the whole. The conductor brings each of the individual parts in at precisely the right time and place.

The leader/director establishes the direction for the organization and for the people. This does not mean the leader is the authoritarian expert who knows all the answers. Rather, it means that the leader, as director, gathers the input and ideas from everyone in the organization, establishes goals, and aligns the resources to achieve those goals. The director creates conditions under which peak performance can thrive. The director continuously evaluates whether the direction serves both the organization's best interests and the best interests of all individuals involved.

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## Ten Tips For Successful Networking

1. Take a look at your present positive and meaningful relationships. Is there more you can give?
2. If you want to get to know someone, ask a mutual acquaintance for an introduction. Friends can't read your mind; communicate how they can help you.
3. Make healthy connections by avoiding toxic personalities. They drain you and prohibit you from making the right kind of connections.
4. Practice patience with yourself and others.
5. Make a new connection each day. Plenty of opportunities can present themselves daily if you are open to them.
6. Be quick to laugh – things don't always go as planned.
7. Travel out of your comfort zone to meet new people. You never know when that next great contact will come your way.
8. See an article that would be helpful to someone? Make a copy and share.
9. Tap into your strengths when it comes to meeting people. For some, it's one-on-one. For others, it's large events. And keep in mind: weaknesses are only potential strengths!
10. Remember to network at home. Spend time with your family, friends, or even a good book. The more knowledge you gain, whether it's about a child's sports team or the latest stock market research, the easier it is to find a commonality with a new acquaintance.



*“When you reach for the stars you may not quite get one, but you won’t come up with a handful of mud either.”*

— Leo Burnett (1891-1971)

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### Leadership Questionnaire

1. The leader/director establishes the direction for the company.  
True \_\_\_\_\_ False \_\_\_\_\_
2. Today’s leader must foster a culture where improvement is the norm, not the exception.  
True \_\_\_\_\_ False \_\_\_\_\_
3. The leader/director knows all the answers.  
True \_\_\_\_\_ False \_\_\_\_\_

#### Answers –

- 1) True – The leader/director gathers the input and ideas from everyone, establishes goals, and aligns the resources to achieve those goals.
- 2) True.
- 3) False – The director does continuously evaluate whether the direction serves both the company and the best interests of all individuals involved.

In our next issue we will discuss **Authority and Power.**

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## Web Site Of The Month

America's Job Bank (AJB) is the biggest and busiest job market in cyberspace. Job seekers can post their resume where thousands of employers search every day, search for job openings automatically, and find their dream job fast. Businesses can post job listings in the nation's largest online labor exchange, create customized job orders, and search resumes automatically to find the right people, right now.

Check it out at:  
[www.ajb.org](http://www.ajb.org)



## Employment Statistics

### Fact #1

In 1978, our workforce growth rate was 3.5 percent. By 2008, the Bureau of Labor Statistics projects the rate to be 1 percent.

### Fact #2

By 2008, the number of young adult workers, from 25 to 40 year olds, will DECLINE by 1.7 million. That's 1.7 million less workers to replace the nearly 77 million baby boomers who will be eligible for retirement.

### Fact #3

We now add fewer 25 and older workers to the labor force each year than we did through the 1980's.

### Fact #4

The population of the 60-year and older group in the developed world will expand from 99 million in 1950 to 248 million at the turn of the century to 298 million in the year 2050.



### Fact #5

The 50 and older population from 2000-2050 will grow at a rate 68 times faster than the rate of growth for the total population.

Source: *Beyond Workforce 2020*, Hudson Institute. Adapted from *Labor Storm Alert* with permission from Ira Wolfe



## ONE MINUTE IDEAS

### Cell phone safety while driving

To help you keep your hands on the wheel – not on a cell phone – Nokia recently introduced a hands-free Bluetooth system for your car.

Here is how it works: You mount a small screen on your dash, which shows the same thing as your cell phone display; then, manage calls and messages with a voice-activated system.

Alternatively, you can use a control unit that mounts to the console and transmits sound through your car's speakers.

[Nokia 610 car kit: \$300;  
[www.nokia.com](http://www.nokia.com)]

## The most beautiful sound... YOUR Name

One of the most important things to every person is their name. So when communication with a customer, co-worker, prospect, vendor, etc... be very careful of comments about their name.

Do not comment on a name you have never heard before. *Example:* Do not say "What an unusual name" or "Wow! Your parents must have hated you."

Make it a policy to never comment on a person's name, since even the best intentions could come across as questionable.

Ask the person for the correct pronunciation of their name and make a note of it for your records.



Source: Gary Sorrell. All right protected worldwide.

### Complimentary Issue!



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## What Performance Matrix is up to Now –

Performance Matrix has just completed the Youth Leadership Development Process America’s Rising Stars for *Frankfort* and *Keyser* High Schools in Mineral County, WV – with a 100% graduation rate – and you couldn’t have asked for a superior group of young adults.

The following quotes are from some of the graduates. (A note on the process: It requires that the participants dominate the discussions and focus on discovery. The facilitator is to provide support, ask questions, gain involvement, and operate completely without judgment.)



“You made a difference in my life! Thank you.” – Blake Williams

“The most influential and helpful adult I’ve met. You have truly earned my respect. Thanks for everything.” – Mary Klinestiver

“You have been a wonderful help! Everything I learned from you will be forever in use in my life! Thanks you! I’m glad to have had this opportunity!” – Amy Yokum

Grant,

“Whether you know it or not you’ve changed my life and become a life-long friend. Your positive attitude has made me a better person and I owe you for it. Thank you.” – Lauren Trentor



***Providing Direction for Individual and Organizational Performance!***  
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### ***The Navigator***

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