

The Messenger

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A Letter from Keith



A WOMAN-OWNED
SMALL BUSINESS

During many staff meetings, one main point of discussion is how to increase performance of employees. Performance is the completion of tasks and actions as prescribed by job descriptions, processes, norms, policies, or handbooks. While the majority of managers will say that there needs to be guidelines by which performance is measured, several will resist initiating performance management into their workplace.

Why is this? If managers agree that performance should be monitored and improved upon, why do so many oppose taking the necessary action? There are several reasons for their resistance.

- Project managers are in their comfort zone
- Project managers think their workers are performing as high as possible
- Project managers lack confrontation skills and are fearful
- Project managers look at performance management as holding hands
- Project managers feel they are too busy to focus on performance
- Project managers have different standards for themselves and their staff

There are eight phases of performance management of which a supervisor should have knowledge. In this *Messenger*, we will look at the first three phases.

Achieving the Maximum Performance From Every Worker Part 1

Performance Planning

There are several advantages to mapping out the desired performance for which each employee should strive. It allows managers to detect performance issues and create changes to correct them and institutes steps for making good workers better.

You need to give your employees reason to trust and respect you. According to Adrian Gostick, "Many employees distrust management. They believe coworkers first, immediate supervisors next, and upper management always last. One study indicated that 43% of all employees are not just suspicious; they firmly believe that senior management lies and is trying to cheat them. In contrast, a similar study showed that 96% believe their immediate supervisor is always or normally telling the truth." (Gostick, A, & Chester, E., *Managing With Carrots*, p. 40)

Achieving the Maximum Performance From Every Worker Part 1

To allow your employees the greatest chance of success you ought to:

1. Clarify expectations up front.
2. Have continual training as needed to equip your employees with the best information and skills possible.
3. Disseminate information as necessary for worker decision making.
4. Provide sufficient equipment and tools.
5. Communicate realistic changes and give ample time to complete those changes.
6. Have up-to-date policies and procedures.

Performance communication

As soon as an employee is hired, it is essential to communicate performance expectations. There are several ways in which this can be done: job descriptions, core competencies, job indicators, policy and procedures, briefings, and strategic objectives are just a few. Any of these means make the employee aware of everything that is expected.

Data gathering and documentation

There are certain indicators that can be watched to determine whether or not your employee is meeting the performance standard to the level desired.

- Quality
- Scope
- Accuracy
- Consistency
- Frequency
- Clarity
- Quantity
- Time
- ROI
- Satisfaction
- Customer feedback

Each of these indicators can be utilized to gather the necessary information to make a correct determination of the employee's skill and knowledge level.

In the next *Messenger*, we will finish looking at how to get the maximum performance out of your workers by looking at the final five phases of performance management.

2023 Boot Camp Dates

August 7-10	Live, Virtual PMP®
October 10-13	Live, Virtual PMP®
December 4-7	Live, Virtual PMP®

Visit www.themathisgroup.com

PMP® EXAM PREP CLASSES

***You pass or we pay
for the 2nd and 3rd test***

Truth

Proverbs 19:2

Desire without knowledge is not good, and whoever makes haste with his feet misses his way.

Philippians 4:19

And my God will supply every need of yours according to his riches in glory in Christ Jesus.

Ask more of yourself than anyone can ever ask of you, and that way you'll always be prepared for whatever is coming.

- Darrin DeWitt Henson

We want to recognize students who have successfully passed the PMP® Exam.

What is your favorite food?

Any Korean Food

What is your favorite movie?

Any by Alfred Hitchcock

What are your favorite hobbies?

Reading, movies, watching sports

What was the best thing about the PMP® Exam Prep Boot Camp?

The layout of the course and having the tools to be able to practice and memorize the information.

How do you think the PMP®

Certification will help your career?

I think it will help in terms of being able to take on more responsibility for projects as well as advancement.

Please write a recommendation about our class.

The boot camp was very helpful in preparing me to take the exam. The format and the teaching of the information made the information easier to digest and remember for the exam. The tools and information provided after the class are extremely beneficial. I would highly recommend the class to anyone thinking of sitting for the exam.

Fun - August Daily Holidays, Special, and Wacky Days

It seems like August is the only month in the year without a holiday in it (other than my birthday!). If you need a reason to celebrate this month, here are some suggestions.

1 National Raspberry Cream Pie Day

2 National Ice Cream Sandwich Day

3 National Watermelon Day (or Kim's b-day!)

4 National Chocolate Chip Cookie Day

5 National Disc Golf Day

6 National Sisters Day

7 Professional Speakers Day

8 National Frozen Custard Day

9 Book Lover's Day

10 National S'mores Day

11 Play in the Sand Day

12 National Middle Child's Day

13 International Leftlander's Day

14 National Creamsicle Day

15 Relaxation Day - now this one's for me!

16 National Roller Coaster Day

17 National Thrift Shop Day

18 National Bad Poetry Day

19 National Hot & Spicy Food Day

20 National Bacon Lovers Day

21 National Senior Citizen's Day

22 National Be an Angel Day

23 Hug Your Sweetheart Day

24 Shooting Star Day

25 Kiss and Make Up Day

26 National Dog Day

27 Global Forgiveness Day

28 National Bow Tie Day

29 National Lemon Juice Day

30 Toasted Marshmallow Day

31 National Eat Outside Day

UPCOMING VIRTUAL CLASS SECRETS TO MANAGING VIRTUAL PROJECTS & REMOTE TEAMS

AUGUST 28-29

Make plans to join our Live, Instructor-Led, Virtual *Secrets to Managing Virtual Projects & Remote Teams* class on August 28-29.

Virtual projects and remote teams are commonplace in the modern workplace. Managing virtual projects and remote teams requires new techniques and approaches different from traditional onsite projects. This 2-day course examines ways to set and monitor team performance while building trust and responsibility within the team. It includes ways to build more transparent communication in a virtual setting while verifying that the stakeholders understand all messages. At the completion of the class, you will receive 14 PDUs.

Dr. Mathis will guide students through the same information received in a face-to-face class. Students will participate in breakout sessions and have the opportunity to ask questions as needed.

Register today for the low cost of \$299. Space is limited, so register soon!
Registration closes on Monday, August 21.

This class is a great way to cost-effectively train your entire team.

For more information and to register, go to
www.themathisgroup.com/virtual

FREE VIRTUAL PMP® MASTERMIND GROUP: THE ROAD TO PMP® PREPARATION

SEPTEMBER 11-15

The Project Management Professional (PMP®) certification is the most sought-after credential in project management, and individuals attempt daily to pass the exam without success. This PMP® Mastermind Group attempts to help those desiring a PMP® gain a better understanding of the process.

This Mastermind Group goes through the PMP® exam content objectives and allows participants to take mockup PMP® exam questions, vocabulary tests, and receive an Exam Memory Chart to assist them in passing the current test.

This five-day course requires a commitment of one hour each day from participants. Each participant receives coaching, counseling, and guidance that helps make better decisions when preparing for the PMP® test. All discussions and suggestions will align with the current test and objectives.

For more information and to register, go to
www.projectcoachingexpert.com

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