

# The Messenger

800-224-3731

9515 N SPRING VALLEY DR  
PLEASANT HOPE, MO 65725

wanda@themathisgroup.com  
keith@themathisgroup.com  
kim@themathisgroup.com  
www.themathisgroup.com

Sept/Oct 2023



## A Letter from Keith



A WOMAN-OWNED  
SMALL BUSINESS

Managers and supervisors often find themselves caught between a rock and a hard place. They have the daunting task of finding a balance between pushing their employees to excel and becoming a tyrant to whom everyone hates to be assigned. In our last *Messenger*, we started looking at the eight phases of performance management. We learned that performance planning, communication, and data gathering/documentation are fundamental to providing your employees with a desirable beginning in changing performance behaviors. This time we will look at the final five phases.

## Achieving the Maximum Performance From Every Worker Part 2

### *Evaluating Performance*

Performance should be evaluated on a regular basis to guarantee it is at a level approved by management. Observing employees' level of work is an excellent way to understand their level of competency. After you have gathered any data and information needed, talk with individuals about any issues at once. Give a clear detail of the training that will be expected. Also, give positive as well as negative feedback. People love to hear praise when they are doing a job well done!

### *Performance Diagnosis*

Once you have evaluated the performance, identify any performance needs that have arisen. Point out the desired level of performance and bring to attention the consequences of not meeting the new level. Conversely, highlight the reward for achieving a new level. Some common rewards are money, more responsibility, recognition, or promotion.

### *Performance Improvement*

To improve performance, one must answer three questions: What has the employee done since the last appraisal? Where are they now? Where do you want them to be? These answers will let you know whether the employee is progressing or being stagnate. To ensure the employee understands exactly what is required, explain the desired results, have a clear goal, answer all questions, and check for any concerns or issues.

### *People and Processes*

When creating performance standards for an employee, make sure the standards are clear, measurable, realistic, and are aligned with the organization's direction. A great way to determine whether an employee is striving for the

# Achieving the Maximum Performance From Every Worker Part 2

preferred performance is by creating a “Do More-Do Less” sheet. Examples of what are included in this sheet are:

**Start** - List new items you desire for the worker to begin. If possible, start one item at a time; don't have too many new starts at once.

**Stop** - Spell out the exact performance or behaviors to stop. Make a detailed list and give a copy to the worker.

**Do More** - Spell out areas in which the worker is presently making headway. Specify how much added initiative should be used.

**Do Less** - Point out areas to keep the worker in balance with requirements. Use this to confront wasted time.

**Continue** - Focus on the performance which is presently meeting the proper level. Do not allow the worker's performance to slip backward.

**Learn** - Topics or training areas needed to make sure the worker is prepared for performance requirements. Topics can be courses, coaching, mentoring, and job shadowing.

## ***Worker Feedback Session***

The worker feedback session is not only used for corrective action, but also to praise a job well done. Use these tips when preparing for the session:

1. Set up individual files for each employee.
2. Put a current job description in the file.
3. Keep a current copy of your company's policy and procedures.
4. Give each employee his or her own orientation.
5. Monitor the employee heavily at first.
6. Keep yourself approachable.
7. Document both good and bad.

Keeping employees motivated and encouraged is a delicate endeavor. Knowing how to balance being too pushy over being a pushover can be difficult, but it is well worth the energy spent.

## 2023 Boot Camp Dates

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

***Visit [www.themathisgroup.com](http://www.themathisgroup.com)***

**PMP® EXAM PREP CLASSES**

***You pass or we pay  
for the 2<sup>nd</sup> and 3<sup>rd</sup> test***

## Truth

Proverbs 15:33

The fear of the Lord is instruction in wisdom, and humility comes before honor.

Isaiah 40:31

But they who wait for the Lord shall renew their strength; they shall mount up with wings like eagles; they shall run and not be weary; they shall walk and not faint.

There will always be a conflict between “good” and “good enough”.  
Henry Martin Leland (1843-1932)

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

**What is your favorite food & movie?**

Pizza & Love Jones

**What are your favorite hobbies?**

Singing and watching Ted Talks

**How do you think the PMP® Certification will help your career?**

The PMP gives me a widely recognized credential that quantifies my knowledge and helps others understand the kind of work I do on a daily basis.

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

The practice questions at the end of each module, practice tests and ability to continue using the practice resources after the class.

**Please write a recommendation about our class.**

Dr. Keith Mathis was an excellent guide through the PMP Certification material. He used real world examples to make the information as relevant as possible. The test taking tips provided proved to be exactly what was needed to get through the exam with time to spare. Also, additional practice resources were provided so that prep could continue after the bootcamp. That ability to continue to practice using real PMP questions made all the difference.

## Fun - Soccer/Volleyball Word Search

Our family never goes too long between sports seasons. This fall we're dividing our time between high school soccer and volleyball, and there's rarely an evening when we're not at a game. See if you can find the lingo that I hear most nights on the field or at the court.



ACE	CORNER KICK
BACK SET	CROSS
BLOCK	HEADER
DIG	PITCH
DINK	SLIDE TACKLE
KILL	SHOOT OUT
SIDE OUT	STRIKER
SPIKE	SWEEPER

Z	S	M	E	L	E	S	V	W	C	Z	D	E	P	K
F	S	W	H	E	A	D	E	R	G	F	X	I	V	N
K	C	I	Y	P	B	S	W	E	E	P	E	R	I	O
V	R	N	D	T	X	L	K	O	P	G	S	S	N	R
N	O	I	Y	E	O	S	K	W	B	R	A	D	C	S
R	S	R	U	S	O	K	P	I	Z	I	G	I	O	T
K	S	M	K	W	A	U	A	I	L	B	O	N	R	R
M	Y	J	O	A	H	L	T	U	K	L	H	K	N	I
S	L	I	D	E	T	A	C	K	L	E	A	J	E	K
L	H	B	A	C	K	S	E	T	M	A	M	Y	R	E
G	P	J	U	I	W	V	R	K	H	D	C	K	K	R
G	F	G	R	P	I	T	C	H	C	S	Q	E	I	D
W	P	T	D	W	S	H	O	O	T	O	U	T	C	I
J	B	M	G	K	I	A	J	R	B	L	O	C	K	G
R	E	U	J	D	S	H	N	E	C	I	Q	T	A	N

# HYBRID PROJECT MANAGEMENT: BLENDING TRADITIONAL AND AGILE APPROACHES FOR PROJECT SUCCESS

NOVEMBER 8-9

Hybrid Project Management is popular because it combines both Traditional and Agile project management methodologies to plan any project regardless of the industry. This 2-day course includes teaching and activities that move beyond using the two popular approaches. It includes seldom discussed areas such as adjusting organizational culture, communication, and authority to support a hybrid environment. It will give participants skills and techniques for blending a project approach that matches the project to increase success, as well as expand the participants' principles and core knowledge of hybrid project management.

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 Thursday, November 2.

This class is a great way to cost-effectively train your entire team.  
At the completion of the class, you will earn 13 PDUs.

For more information and to register, go to  
[www.themathisgroup.com/virtual](http://www.themathisgroup.com/virtual)

## WEBINARS

We know that it can be hard to schedule continuing education for your team. We offer free monthly webinars that can be watched as an individual or a group. This 1-hour of training can be used to hone skills that your team needs. We include a Webinar + Notes with discussion questions to guide your group to learn from each other. If you can't make it to the live session, a replay link will be sent out.

Register today at  
[www.themathisgroup.com/webinars](http://www.themathisgroup.com/webinars)

PMP, PMI-ACP, and the Authorized Training Partner logo are registered marks from Project Management Institute, Inc.