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The Messenger

March
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A Letter from Keith

From time to time, all supervisors have employees who struggle due to their inability to perform up to the standard that is required. When this happens, supervisors usually discipline the employees. In most instances, though, they don't take the time to discover why the performance is unacceptable.

It is critical today for managers to determine the real reasons for poor performance. Unless the root cause is addressed, the poor performance will likely resurface. Unfortunately, companies often terminate good employees who could be kept if time was taken to identify and address the root causes of their poor performance.

What is preventing us from solving the real problem? We may assume employees are not willing to perform up to the standard, or we may think they are lazy. Often, we act on these assumptions without verifying our thinking.

Performance problems will continue to reoccur until we take care of the underlying causes. Terminating employees should not be the goal of the organization. Management's goal must be to change the employee's performance to meet the desired standard. To help us do that, let's examine four reasons why an employee's performance may be inadequate.



Training for Performance

Leaders believe the employee's resume or application.

Applications and resumes give workers an opportunity to highlight their positive skills. When completing an application, or writing a resume, it's human nature not to mention weaknesses. Knowing that such information might prevent them from being hired, it is understandable that prospective employees would leave out the negative information. The picture is further distorted when people exaggerate their strengths and abilities.

Leaders assume workers have knowledge and skills because they want to avoid investing money to train them.

Organizations often run on a tight budget. Because of this, they may be reluctant to invest in training. When that is the case, the success of an employee depends on how fast he or she can catch on to new duties. This "learn as you do" approach is optimistically called "on the job training."



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Training for Performance continued

In deciding about training, questions to ask are, "Will the employee benefit significantly from what the training was designed to teach? Will this training opportunity increase the employee's performance?" You might be thinking, "It takes time to train employees, and we can't afford to have them away from their jobs that long." Regardless of the organization, we should equip our people to perform to the best of their ability. This investment will give us the time to fulfill our leadership responsibility of motivating and mentoring others.

Leaders assume that if employees have been sent to training they are trained.

In many instances, we send people to training, but we do not debrief them on what they learned or how they will use their new knowledge and skill. While we might wish it to be otherwise, simply watching a video in a classroom does not guarantee that the viewer leaves with a new skill or with greater subject mastery. Unfortunately, some supervisors assume that when individuals have been exposed to a video on a subject they have been adequately trained. Any qualified educator will tell you that is not the case. Effective training typically involves hearing, seeing, and doing. When we leave one of these out, we compromise the likelihood that the participant will master and retain the skills or concepts that are presented.

Leaders often assume that if employees think they know a skill, they do.

What about the person who thinks he or she has the high level of knowledge required for a particular job? Is it safe to assume this person has no need for training? Not necessarily. It is important not to throw training at problem areas without considering what needs to be accomplished. Leaders should utilize training to help employees grow. Managers will find it valuable to monitor and benchmark the performance of each employee. When they do this, supervisors can use training to develop the employee in his or her areas of need.

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Truth

**Success seems to be
connected with action.
Successful people keep
moving. They make mistakes,
but they don't quit.
Conrad Hilton**

**A slack hand causes
poverty, but the hand of
the diligent makes rich.
Proverbs 10:4**

**And let us not grow weary
of doing good, for in due
season we will reap, if we
do not give up.
Galatians 6:9**

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STUDENT Spotlight

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

What are your favorite food & movie?

BBQ & Jaws

What are your hobbies?

Fishing & playing with my son

Congratulations, Bill Patterson!

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

It helped me realize what mindset to be in while interpreting the questions being asked. I knew from what perspective I should be using when filtering the questions and knowing when I should or should not be using my real world experience to help find the correct answer.

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

It establishes a global recognition of my ability to understand and apply the principles and methodologies of Project Management.

Please write a recommendation about our class.

I would highly recommend The Mathis Group's PMP® Boot Camp class in helping anyone to gain the confidence, skills, and competencies needed to be prepared for the PMP® exam.

Just For Fun

March 2017

If you miss having a holiday to celebrate, here are some from which to choose.

1 National Pig Day	2 Old Stuff Day	3 If Pets Had Thumbs Day	4 Hug a GI Day
5 Multiple Personality Day	6 National Frozen Food Day	7 Music in Our Schools Month	8 National Craft Month
9 Popcorn Lover's Day	10 Middle Name Pride Day	11 Johnny Appleseed Day	12 Girl Scouts Day
13 Ear Muff Day	14 National Pi Day	15 Dumbstruck Day	16 Incredible Kid Day
17 Saint Patrick's Day	18 National Quilting Day	19 Poultry Day	20 Proposal Day
21 Tea for Two Tuesday	22 National Goof Off Day	23 National Chip and Dip Day	24 National Chocolate Covered Raisin Day
25 Waffle Day	26 Make Up Your Own Holiday Day	27 Red Cross Month	28 Something on a Stick Day
29 National Mom & Pop Business Owners Day	30 Take a Walk in the Park Day	31 World Backup Day	

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