

PROTIPS WEEKLY - Vol. 15/September, 2007

Managing the Ampalaya Vine in the Workplace

Nakakita ka na ba ng ampalaya vine. Sa ating workplace usong-uso ang tinatawag na grape vine pero dahil nandito tayo sa Pilipinas at hindi naman ganoon karami ang mga tumtubong grape vines, icontextualize natin at gawin nating ampalaya vine ang grape vine. Tatal mas appropriate naman dahil ano ba ang nagiging resulta ng grape vine sa workplace hindi ba diyan kumakalat ang mga balibalita, kadalasan mga tsismis, kadalasan mga hindi naman totoong mga impormasyon at ano ang nagiging resulta, nagkakaroon tuloy ng great divide between management and rank and file. Tips for managing the ampalaya vine in the workplace. Ang mga payo na ating ibabahagi ay galing sa aklat na Smart Moves ni Sam Deep at Lyle Susman. Paano ba natin imamanage ang ampalaya vine o grape vine kung tawagin.

1. Recognize that very few of your employees get all the information they feel they need. Sa isang pag-aaral na isinagawa, isa sa mga lumalabas na great motivation ng mga empleyado ay iyong informed sila, alam nila kung ano ang nangyayari talaga sa kanilang kumpanya. So if you are in management, anticipate the information needs of your employees, answer questions before they start asking, recognize that need for information.
2. Kung ayaw mong lumaki ng lumaki at gumapang ng gumapang ang ampalaya vine sa inyong opisina, communicate face to face whenever possible. Written messages or those relayed via a third party may not be understood. Kaya kung may opportunity para sa face-to-face communication, iyan ay napakapektibo.
3. As soon as you hear that major incorrect rumors are circulating, call a meeting. Huwag na itong palalain pa lalo na kung major at talagang mali ang tsismis na kumakalat. Call a meeting and answer questions as truthfully as possible.
4. Model the communication behavior you expect. Do not spread rumors yourself.
5. When destructive rumors run rampant, establish a well-advertised rumor hotline. Dapat merong hotline at klaro sa mga tao sino ang pwede talaga nilang pagtanungan ng tamang impormasyon. Make someone available to answer all questions as honestly as possible.
6. Importante rin ang tinatawag na MBWA – Management By Walking Around. Answer questions before they turn into rumors. Mga boss, mga supervisors, huwag lamang uupo-upo sa inyong executive chair, walk around, get to know the people who are working under you and answer their questions before they turn into rumors.
7. Do not try to kill the ampalaya vine because it will be a futile exercise. Palaging magkakaroon ng grape vine sa organisasyon. Limit yourself to knowing what is on it and to take appropriate action. As a matter of fact, if you manage it well, the grape vine or ampalaya vine can be beneficial to your internal communication. Ang importante lamang tamang impormasyon ang maibigay o maibahagi diyan sa ampalaya vine. Hindi nga ba ang tanim na ampalaya hindi mo naman iyan pinapapatay kasi nagbibigay ng nutritious na bunga medyo mapait nga lang pero importante sa ating katawan. Do not try to kill the grape vine because it will be a futile exercise.
8. Enlist the support of the most respected group leaders or opinion leaders in your company. Send them out to spread the truth. Kilalanin kung sino ang mga opinion leaders sa inyong kumpanya. Opinion leaders are not necessarily people who are in position. Kadalasan iyan mga malakas ang impluwensya sa kanilang mga co-employees or colleagues. Know who they are and win their respect and trust. Sa pamamagitan nila magiging mas healthy ang internal communication sa inyong kumpanya.

Be a blessing in the workplace today by spreading truth and not rumors.

How to Improve Upward Communication

Isa sa mga pillars ng healthy organization ay healthy communication in the organization. Papaano ba natin maiimprove ang upward communication? Kadalasan kasi ang mga rank and file hindi naipapaabot doon sa mga nakatataas sa kanilang mga boss iyong mga gusto nilang sabihin and this becomes unhealthy for the organization dahil hindi nagiging healthy at bukas ang communication lines between the

top executives, the management and the rank and file. Paano natin maiimprove ang upward communication? Here are seven tips from the book Smart Moves by Sam Deep and Lyle Susman.

1. Practice MBWA (Managing By Walking Around). Find out what is happening among your people. Do not talk, just ask questions and listen. Learn to listen to your people. Practice managing by walking around.
2. Maintain an open door policy na hindi lamang display, talagang gawin, ipractice ang open door policy. Let your employees know that if they have a problem, they can come and see you.
3. Tell your employees that the only bad news is the news that is not communicated upward. Tell them that you want to hear the good news and the not-so-good news para hindi naman puro magaganda lang ang ibinabalita sa iyo ng iyong mga tao, siyempre as boss, as supervisor, or manager, you need to be in the loop, you need to know that is happening kahit na hindi kagandahan ang balita. So tell your employees that the only bad news is the news that is not communicated upward.
4. Do not react badly when you hear that something is a mess. Kapag galit kaagad ang boss, kapag may masamang balita, talagang hindi na nga ipaparating sa iyo ang mga hindi kagandahang balita, so do not react badly.
5. Arrange for periodic informal gatherings like having parties, group lunches or picnics. People will tell you things at a party they will not tell you in your office kasi iba iyong environment, mas non-threatening, mas relaxed ang mga tao. Attending social gatherings makes you more accessible.
6. At staff meetings, solicit regular status reports. Do not be overly judgmental of what you hear in these reports. But make it a habit to discipline your staff to make status reports and they should report that during staff meetings.
7. Show that you are human. Laugh at yourself, admit your mistakes, apologize if you have done something to hurt an employee. If they think you are human, you will be more approachable and if you are more approachable as a boss, this will help enhance and increase upward communication.

Remember open communication lines are important if you want a healthy organization. Dapat ang communication ay hindi lamang topdown, dapat ang mga rank and file naririnig din ng mga nandoon sa taas. Increase upward communication.

Be a blessing in the workplace today by learning how to listen to your people and to your employees.

Top Ten Self-Esteem Boosters

Would you like to make a difference in the workplace today? Tips on how to increase your subordinate's self-esteem. Your self-esteem as a boss is reflected in your subordinate's self-esteem. Kung healthy ang self-esteem ng iyong mga taong pinamumunuan, ibig sabihin niyan healthy rin ang iyong self-esteem. 10 Strategies for increasing your subordinate's self-esteem from Sam Deep and Lyle Susman's book Smart Moves.

1. Document their accomplishment so that they can pretend they do not exist. Kapag may accomplishment ang inyong empleyado, try to document at ipakita in appreciation doon sa inyong employee.
2. Show them how to find opportunity in adversity.
3. Assign them tasks that will display their talents.
4. Teach them how to get what they want from other people without being aggressive or too passive.
5. Show them the awesome power of listening.
6. Teach them the advantage of being a sieve over being a sponge. Ano ba ang sieve? Ito iyong salaan, panala. Water passes through a sieve completely. A sponge soaks up all the water it can hold and when you squeeze a sponge, nagtitilamsikan ang tubig sa lahat ng direksyon. Sieves are people who become less rattled than sponges by adversity. Kung ikukumpara natin ang ating mga empleyado, pwede silang maging sieve at pwede rin naman silang maging sponge. A sieve is less defensive about criticism and can keep a cool head when problems arise. There is nothing wrong with an occasional fit of anger or outward sign of frustration but a leader needs to remain emotionally in control. Kung may adversity, kapag mayroong problema, kaya niyang harapin ito, kaya rin niyang palagpasin ang mga bagay na dapat palagpasin. Help your subordinates see when they are becoming sponges so that by knowing the disease, they can proceed to a cure.

7. Tell them exactly what you expect of them and find out what they expect of you. Dapat may leveling of expectations. Alam mo kung ano ang expectations ng inyong subordinates at dapat maliwanag din sa kanya kung ano ang iyong mga expectations. Minsan kasi dito nagkakaroon ng problema. Gawa ng gawa ang inyong subordinates without knowing if the subordinate you appreciate is meeting your expectations. The subordinate you want to fire is not. Your expectations may be too high, too numerous, inappropriate or rejected kaya kinakailangan maliwanag sa inyong dalawa, ikaw bilang boss at iyong subordinate mo kung ano iyong mga expectations na iyan. Tell them exactly what you expect of them and find out what they expect of you.
8. Criticize their performance not their person. Someone said that a successful leader knows how to step on people's shoes without messing up their shine. Kaya mo bang gawin iyon? Kahit tinatapanan mo iyong sapatos ng ibang tao, hindi mo naman ito nadudumihan. You will have to criticize even the best of your subordinates at times. Do you do it without spoiling their shine? The spirit of criticism should be "I hate what you did, but I love you." In other words, reject the did, accept the doer.
9. Praise their performance. Kailangan when you give praises to them, hindi general, "Masyado kang magaling, ang husay mo naman." Be specific. What was it that your subordinate did that is worth praising, so praise their performance.
10. Send them to training programs. It will increase your subordinate's self-esteem if you send them to the right training program. This gives them a vote of confidence. If you choose valuable training, you will contribute further to their effectiveness and ultimately their self-image.

Be a blessing in the workplace today.

Save Time Through Effective Planning

Marami na naman akong naririnig na nagsasabi ng "Thank God it's Friday." Marami na naman sa inyo ang masasaya dahil bukod sa sweldo ay mayroon kayong pahinga. Pag-uusapan natin ngayon ang time-saving tips through effective planning. Paano natin iyan gagawin? Ang ating mga advice ay galing sa aklat na Smart Moves ni Sam Deep at Lyle Susman. Tips to save time through planning.

1. Commit yourself to yearly goals for personal development and professional accomplishment. Sa pag-sisimula ba ng taong 2006 ay nakapagsagawa tayo o nakasulat tayo ng mga yearly goals natin for personal development and professional accomplishment? Kung wala pa, hindi pa huli ang lahat. Patapos pa lang naman ang first quarter of the year, so pwede pa nating isagawa ang pagpapaplano. Translate yearly goals into monthly goals and into to-do lists that are revised and updated weekly and daily.
2. Spend 20 minutes at the beginning of each week and 10 minutes at the beginning of each day planning your to-do list. Ano iyong mga dapat mong gawin sa araw na ito, ano iyong dapat mong paglaanan ng panahon. Depende iyan kung gaano ka kabilis mag-isip. Kung hindi ka pa sanay sa ganitong sistema at disiplina, of course it will take you longer.
3. Buy or construct your own comprehensive calendar planning system. Ngayon ay electronic na. Carry it everywhere you go and use it as a reminder of your commitments and as a diary of your activities. Hindi na problema iyan kasi marami na ngayon sa inyong computer, sa inyong palm pilot at iba't-ibang electronic gadget.
4. Create a time analysis chart of your activities. Napag-aralan mo na ba o na analyze mo na ba kung saan napupunta ang iyong oras. Importante iyan na gawin natin if we have financial planning and analysis. Importante rin ang time planning and analysis. Break your day into 15-minute blocks and know your chief activities for each block. After logging your activities for a week or so, you will have a representative sample of how your time is spent and then you study the results. Decide what you will do to make better use of your time. Hatiin natin if we are going to divide our 24 hours into 15-minute blocks magkakaroon tayo ng 96 blocks doon sa ating time analysis chart. Pag-aralan ano iyong mga ginagawa mo every 15 minutes and then you will have a better picture on where you spend or waste your time.
5. Do one thing at a time. Although we live in an age where multitasking is a reality and it is highly encouraged, it takes time to start and start work on each activity. Stay on a task until it is completed; besides quality usually suffers when we undertake several tasks at the same time. Discipline yourself to do one thing at a time. Kung ano iyong sinimulan tapusin para namonitor din natin ang ating mga accomplishments.

6. Remember the 80/20rule, also known as the Pareto Law. You get 80% of your results with 20% of your effort, so spend most of your time on that 20%.
7. Carry work or reading material with you everywhere lalo na kung mayroon kang appointment sa doctor o kaya sa tingin mo maiipit ka sa traffic, make sure you have a reading material with you or work that you carry with you para productive ka pa rin habang may hinihintay.
8. Set goals with employees so they can function in their absence, hindi lahat ay nakadepende sa iyo. Ang ganda nga ng sinabi ni Lao Tze sa kanyang aklat na The Way of Life. Ang sabi niya, "A leader is best when people barely know that he exists, not so good when people obey and acclaim him, worse when they despise him. Fail to honor people, they fail to honor you. But of a good leader who talks little when his work is done, his aim fulfilled, they will all say we did this ourselves." Ganyan ang mahusay na leader kahit wala siya, his people or her people continue to function at paano mangyayari iyan, set goals with your subordinates so they can function in your absence. Remember, a leader is best when people barely know that he exists. Nagpapatuloy kahit siya ay wala doon physically.
9. End the day by listing all of tomorrow's important tasks. In the morning, you incorporate these tasks into your to-do list. So you start your day planning and you end your day planning.

Be a blessing in the workplace today by managing your time wisely.