



Teamworks Talk

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*"Building a better
workplace"*

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Working in Cruise Control

By Joanne Grey©

You like to keep the peace at work. You are fairly efficient at your job and have learned to stay out of the boss's way. You may be one of the 68 per cent of the New Zealand workforce who are in "cruise control".

Research in 2006 showed that only 17 per cent of New Zealanders are happy with their jobs. As many as 15 per cent of employees are noticeably miserable at work. This equates to more than one in 10 disgruntled workers.

Does this really matter?

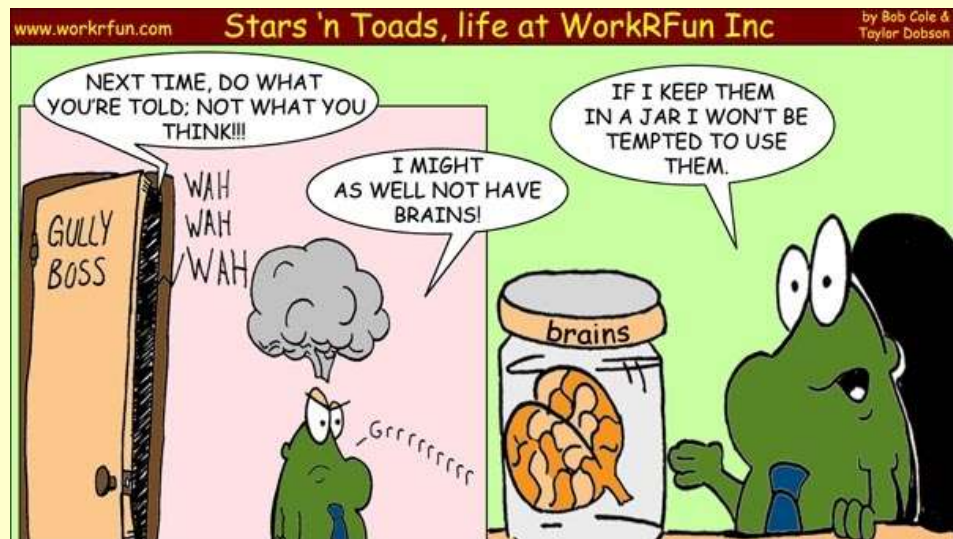
"Absolutely!" says Auckland University's based Leadership Institute Exceleator's CE, Lester Levy. Levy argues that it doesn't matter whether workers are skilled or unskilled. If they are unhappy in their job, their productivity can decrease by up to 25 per cent, without being noticed by management.

"It could be that for every four people you see, you have to employ a fifth."

Levy stresses that the answer is **transformational leadership**, a leadership style that

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*"Don't tell people how
to do things, tell
them what to do and
let them surprise you
with their results."
- George S. Patton*



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Working in cruise control continued...

creates effortless and positive change in a team. A **transformational leader** focuses on transforming others to:

“One in 10 NZ workers are disgruntled at work.”

- assist each other,
- look out for each other,
- be encouraging,
- be harmonious,
- care for the organisation as a whole.

A **transformational leader** enhances the motivation, morals and performance of their team. Levy argues that relationships form the currency of excellence and exceptional leadership. A study of 131 companies in the United States showed that only 33% of the capacity that a successful manager used was for rational, procedural or technical functions. *The other 67 % was emotional intelligence.*

When people feel part of the team, and part of the bigger picture, they feel satisfied and want to contribute. This, in turn, increases productivity and staff retention.



Accountability: Claiming Success and Disowning Failure

Do you say what you mean? Do you mean what you say? Are you accountable for your actions? Is your organisation accountable?

Organisations that successfully manage accountability produce exceptional results.

When problems arise in organisations, people seldom accept accountability. The current economic crisis, the sales team, or head office get blamed. One reason that so many conversations about accountability don't produce action, is that leaders find ways to rationalise why they are not accountable for the problem.

Organisations that successfully manage accountability produce exceptional results. These businesses ensure that expectations are clear and credible. Leaders and employees know that good performance leads to positive consequences, whereas non-performance leads to negative consequences.

Teamworks Pacific presented an innovative development experience on **Getting Things Done and Creating a Climate of Accountability** in Brisbane this month. We have received phenomenal feedback on this new and exciting workshop and have now made it available for you and your organisation.

Accountability is the missing link between management and leadership. It is only by ensuring staff are accountable that managers are able to manage less and lead more.

Click [here](#) to enquire about our new [Creating a Climate of Accountability](#) workshop. We can definitely help you manage accountability.



Team Snippets

Vic Hewson has recently designed and delivered a successful *Coaching and Mentoring* workshop for the NZ Police Senior Sergeants Qualifications course.



Craig Leith designed and delivered the first pilot *Creating a Climate of Accountability* workshop with RACQ in Brisbane. Candidate feedback was extremely positive.

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