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FOUR STEPS TO EARNING TRUST

TRUST is one crucial element leaders often forget when creating a productive work environment. Business and human behavioural expert Dr John Demartini says teams cannot work cohesively and effectively without it.

“Without trust your business can quickly become an unfulfilled environment that can diminish opportunities for achievement or success,” he says.

Understanding the values staff hold is one of the stepping stones to achieve it, he says.

PROVIDE REGULAR FEEDBACK

“There’s nothing more disheartening than a team member sitting down for a formal review, only to realise they’ve been completing a task inadequately all along – and even more disheartening, that they’ve been repeating costly mistakes for months,” he says.

“This creates fear and distrust and can put a damper on employee morale and productivity.”

STOP FEARING FAILURE

The long-standing belief that failure should be avoided at all costs to achieve success, can often

work against you, Demartini says.

“Allowing your team to make so-called mistakes gives them room to learn and grow, and they’ll be less likely to fail in the future,” Demartini says.

“They will trust that you’ll give them the freedom to challenge themselves, be creative and pick themselves up after experiencing ‘failure’ or what is actually feedback.”

AVOID MICRO-MANAGING YOUR WORKERS

Give staff more responsibility and delegate tasks that may go beyond their current skillset or knowledge and they will go above and beyond to prove their potential and keep your trust.

ENCOURAGE DEBATE BETWEEN YOU AND YOUR STAFF

“Allow your staff to respectfully disagree with you – this shows you trust their opinions and insights,” Demartini says.

“Encouraging lively debate will present you with alternatives and new ideas that will work in your business, and your team’s best interests.”



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DELEGATE: Micro-managing staff prevents them going beyond their skillset and proving their potential.