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## Aspire Consulting, Ltd.

*Aspire... Higher*



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### ***Aspire: Alphabetically Speaking***

**(S)Sustainability:** according to dictionary.com, pertaining to a system that maintains its own viability by using techniques that allow for continual reuse.

Aspire Consulting works with businesses and organizations to create a vision of where they want to go in the future and then helps them develop the goals and specific action steps to achieve that vision. That plan is achieved and sustained through the maximizing of the talents of employees combined with efficient and effective operating systems.

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### ***Tip of the Month***

#### **Sustainability**

Sustainability can be defined as maximizing the efficient and effective use of all resources without compromising product or service quality, competitiveness or profitability.

Having a model and a method to increase your company's sustainable practices will allow your company to move forward in a predictable and measurable way. The Institute for Sustainability proposes a model with 5 levels of organizational engagement in sustainability efforts and initiatives:

#### **Level 1**

Status quo: at this level sustainability is not considered as a viable component of the organization's strategy. It is not discussed and not considered valuable.

#### **Level 2**

Initiate: at this level a company recognizes the value of sustainability; however, they do not know where they stand. They begin by performing an organizational assessment and make the strategic decision to implement sustainability as part of their overall strategy.

#### **Level 3**



### ***Aspire Consulting, Ltd.***

*Wouldn't it be great to work with a company that listened to you, understood your pain and implemented solutions that not only solved those things that keep you up at night now, but give you and your team the ability to continue your success?*

Our customers develop a clear vision for where they want to take their business and know how they are going to get there. Their employees develop and apply the attitudes, skills and knowledge needed to accomplish the plan.

The benefits to our customers include:

- Increased Internal and External Customer Loyalty
- Improved Profits
- Improved Productivity
- Improved Performance and Quality of the Services they Deliver

The Aspire Advantage:

- We are deeply rooted in our communities and are here to stay
- Once a customer always a partner for long term success
- We are part of a group of senior executives that give us access to the best in research, industry experts, tools and technical support

**Implement:** at this level organizations begin to develop their people and improve their processes.

#### **Level 4**

**Operationalize:** at this level companies are engaging their stake holders and finding in return they are loyal to them.

#### **Level 5**

**Transform:** at this level sustainability is built into the fabric of the organization. All decisions are made with a sustainable future in mind.

Over the next few months we will detail the impact and actions at each level.

### [More Info on The Institute for Sustainability](#)

Hear What People Are Really Saying



If you have poor interpersonal communication skills, your productivity will suffer because you don't have the tools needed to influence, persuade and negotiate - all skills necessary for workplace success. Lines of communication must be open between people who rely on one another to get work done. You must be able to listen attentively to perform to expectations, avoid conflicts and misunderstandings, and succeed -- in any arena. The following are four tips to help you enhance your communication skills and ensure you are an active listener:

1. Start by Understanding Your Own Communication Style. Good communication skills require a high level of self-awareness. Understanding your personal style of communicating will go a long way toward helping you create good and lasting impressions on others. By becoming more aware of how others perceive you, you can adapt more readily to their styles of communicating. You can make another person more comfortable with you by selecting and emphasizing similar behaviors that already fit within your personality.

2. Be an Active Listener. People speak at 100 to 175 words per minute (WPM), but they can listen intelligently at 600 to 800 words per minute. When only a part of our mind is paying attention, it's easy to go into mind drift and think about other things while intending to listen to someone. The cure for this is active listening. Find your purpose, and that will focus your mind. It may be to gain information, understand others, solve problems, share interests, see how another person feels, show support, etc. If you're finding it particularly difficult to concentrate on what someone is saying, try repeating their words mentally as they say them.

We always start with a no cost consultation. To find out about how the Aspire Advantage can help you, [lets talk](#).

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## ***Food For Thought***

### **Value and Worth**

Aside from paying the market rate in terms of salary and benefits, what else can you do to keep your employees?

- Select the right people in the first place, through behavior-based testing and competency screening. The right person, in the right seat, on the right bus is the starting point.
- Provide opportunities for people to share their knowledge via training sessions, presentations, mentoring others and team assignments.
- Demonstrate respect for employees at all times. Listen to them deeply; use their ideas; never ridicule or shame them.
- Offer performance feedback and praise good efforts and results.
- Engage and employ the special talents of each individual.
- Enable employees to balance work and life. Allow flexible starting times, core business hours and flexible ending times.
- Involve employees in decisions that affect their jobs and the overall direction of the company whenever possible.
- Communicate goals, roles and responsibilities so people know

3. Use Nonverbal Communication. Use nonverbal behaviors to raise the level of interpersonal communication. Nonverbal communication encompasses facial expressions like smiles, gestures, eye contact, and even your posture. They show the person with whom you are communicating that you are indeed listening actively. This will prompt further communication while keeping costly, time-consuming misunderstandings at a minimum.

4. Give Feedback. Remember that what someone says and what we hear can be amazingly different! Our personal filters, assumptions, judgments, and beliefs can distort what we hear. We have all looked at the on line calculators and seen how much each lost employee costs us. Estimates range from 6 months to three years worth of salary, dependent on time in service, training and orientation and job level.

[More Info on Management](#)

### **In their own words...**

"He who is not courageous enough to take risks will accomplish nothing in life." ~ Muhammad Ali

"A leader must be big enough to admit his mistakes, smart enough to profit from them, and strong enough to correct them." ~ John C. Maxwell

"What helps people helps business." ~ Leo Burnett

what is expected and feel like part of the in-crowd.

- Recognize and celebrate success. Mark their passage as important goals are achieved.
- Staff adequately so overtime is minimized for those who don't want it and people don't wear themselves out.
- Provide opportunities within the company for cross-training and career progression. People like to know that they have room for career movement.
- Provide the opportunity for career and personal growth through training and education, challenging assignments, and more.


[More Info on Team Leadership](#)

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