

## Action plans



### Empower your best people to do more

While the temptation might be to focus on bringing the skill levels of your less experienced and confident members of the business up, giving your best the chance to do more should not be neglected. Often these employees are waiting to be given some extra responsibility, an expanded role or new project. Empower them today and see what extra energy they can bring to the business.

- **Effort:** Medium
- **Impact:** Medium

#### How will I know if my Action Plan is working?

Carrying out a staff satisfaction survey will indicate whether your Action Plan is working

#### Actions:

#### Catalogue the last three times you can think that a member of your team went the extra mile and speak to them to establish what prompted the action

- **Impact:** Medium
- **Suggested duration:** 7 days
- **Why this will help:** It's important to link the behaviour you want to see more of from your best people to the underlying motivations that led them to exhibit it in the first place. The inspiration will more often than not be different person to person, so start with this to lay a foundation for later decisions.

#### Spend some time learning about how other businesses have gone about empowering their best staff

- **Impact:** Low
- **Suggested duration:** 3 days
- **Why this will help:** Learning from the experiences and lessons of fellow business leaders is the best way to direct your own improvement efforts.

#### Set out three new ways you will look to devolve responsibility and give greater autonomy to members of your team

- **Impact:** Medium
- **Suggested duration:** 14 days
- **Why this will help:** Giving top performing employees extra responsibility is a great way to encourage them to further stretch their abilities and ambition. It will also free you up to work on things you might have otherwise been neglecting.

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### **Create a new monthly correspondence with all your staff where you celebrate the ways in which certain members of the team have gone the extra mile**

- **Impact:** Medium
- **Suggested duration:** 28 days
- **Why this will help:** It's important to draw attention to the actions and behaviour you'd like to see more of. Not only does it encourage those being celebrated to do more, but also introduce other members of staff to the ways in which they could look to improve their performance.

### **Give employees a voice by hosting a quarterly “town hall” meeting where they are able to freely table improvement suggestions and then be given ownership of certain new activities**

- **Impact:** High
- **Suggested duration:** 90 days
- **Why this will help:** Transforming your meetings will bring everyone together in a constructive, results-orientated way. These kind of communal get togethers have been proven to increase engagement and solidify improvements that might otherwise be short lived.