

3 STEPS TO MORE

# *INFLUENTIAL* HR







- 1. Know When to Say Yes (and No)**
- 2. Prioritize What Matters Most**
- 3. Practice Exceptional Communication**

**Know When to Say Yes (and No)**

*Culture*

Employee Satisfaction

**People Needs**

**Performance Management**

**Payroll**

**Record Keeping**

*Training and Development*

**Onboarding**

**Software Expertise**

Operational Excellence

**Employer Brand**

**Hiring**

*Organizational Health*

**Compliance**



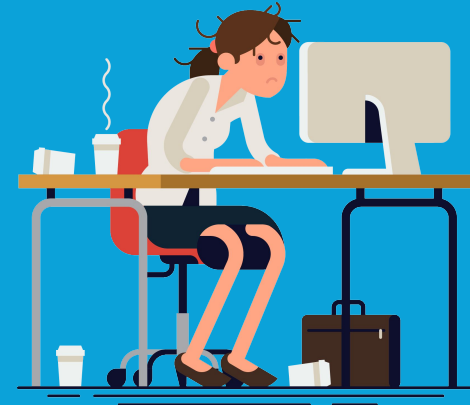
# 64%

Workers who say their workplace asks employees to think of innovative ways to do accomplish their work



# 58%

Workers who say that they're so swamped with day-to-day tasks that they don't have time to think beyond their daily to-do list





Please give me a few days to find where that could fit. Can I get back to you?

My days are full right now, but can I get back to you after I take a closer look?



In order to do that, I'll have to drop X or delay Y—should we look at this later?





**Is it REASONABLE now?**

**Is it POSSIBLE now?**

**Is it ESSENTIAL now?**

**Prioritize What Matters Most**





**“The word priority came into the English language in the 1400s. It was singular. It meant the very first or prior thing. It stayed singular for the next five hundred years.”**

—Greg McKeown, *Essentialism*

# Eisenhower Matrix

## IMPORTANT

Decide when you will do it

## URGENT and IMPORTANT

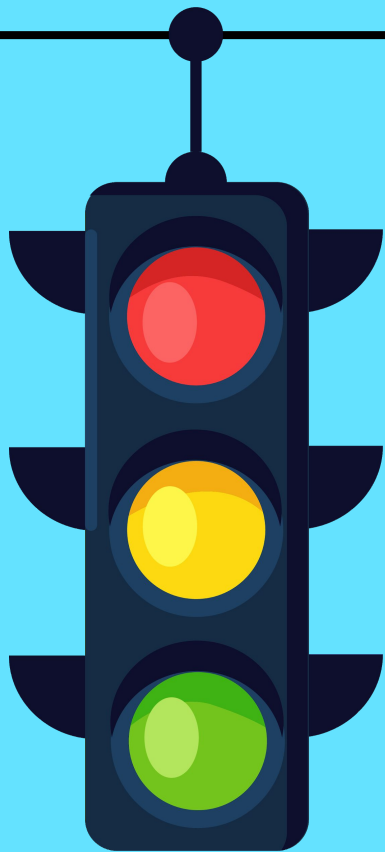
Do it immediately

## NOT IMPORTANT/URGENT

Do it later

## URGENT

Delegate to somebody else



# R-A-G Method

# Action Priority Matrix



**Practice Exceptional Communication**



# 17%

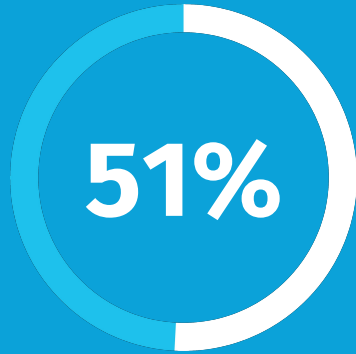
Executives who feel HR is able to demonstrate its value to the business.

- KPMG International, 2016

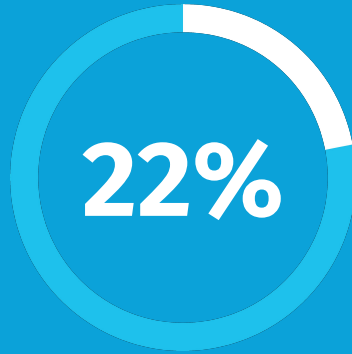


# Communication Gaps

Percentage of leaders who can list their organization's top three priorities:



**Top Team**



**Sr. Executives**



**Middle Managers**



**Direct Managers**

# 57%

Conflicting priorities are the most common cause of conflict within departments or teams.



# 56%

Lack of communication is the most common cause of conflict within departments or teams,





# 86%

People who don't have a clear idea what  
their colleagues are working on.



- Workfront, 2018

# Communication Outcomes

## Poor

Confusion  
Frustration  
Dissatisfaction  
Undervalued  
Conflict  
Wasted time  
Lost opportunities  
Toxicity  
Poor performance

## Excellent

Clarity  
Understanding  
Satisfaction  
Highly valued  
Peace  
Speed  
Gain opportunities  
Healthy  
Exceptional performance

**“The art of  
communication  
is the language  
of leadership.”**

–James Humes



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**“We don’t think  
ourselves into a new  
way of acting, we act  
ourselves into a new  
way of thinking.”**

–Larry Bossidy and Ram Charan, *Execution*

