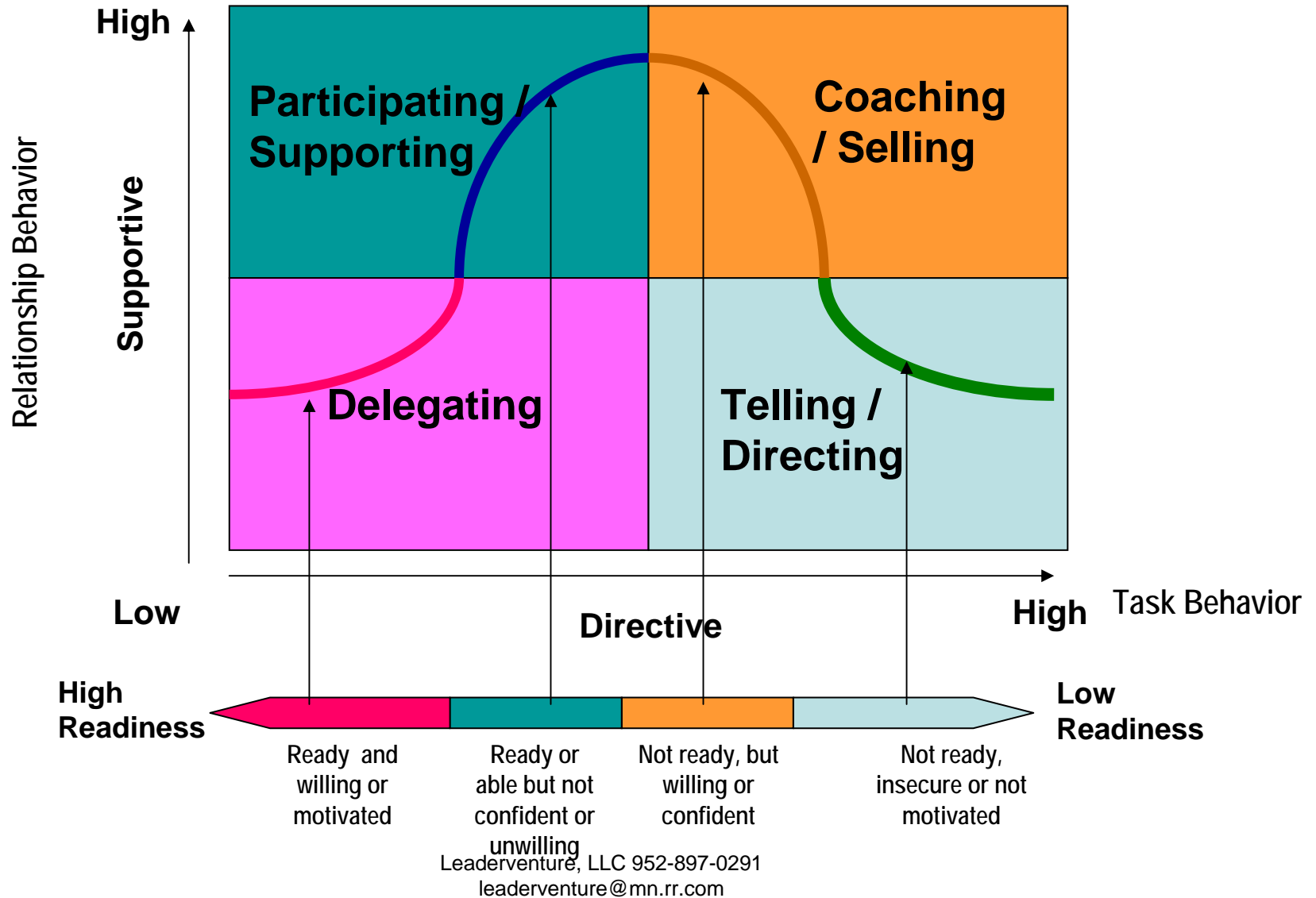


# 12 Workplace Conditions Known to be Associated with Productivity and Profitability

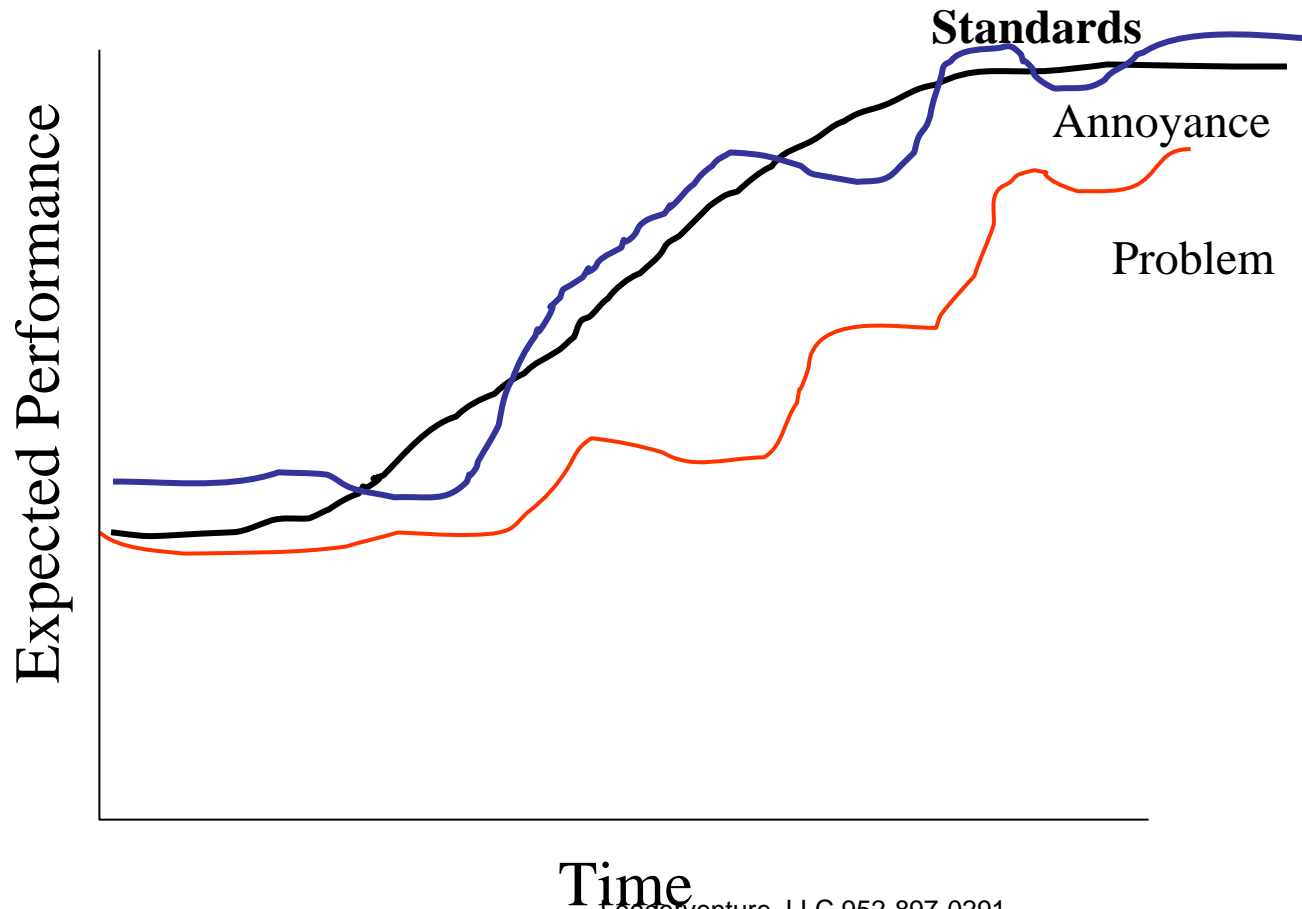
- **Do I know what is expected of me at work?**
- Do I have the materials and equipment that I need in order to do my work right?
- At work, do I have the opportunity to do what I do best every day?
- **In the past seven days, have I received recognition or praise for doing good work?**
- Does my supervisor, or someone at work, seem to care about me as a person?
- **Is there someone at work who encourages my development?**
- At work, do my opinions seem to count?
- Does the mission or purpose of my organization make me feel that my job is important?
- **Are my coworkers committed to doing quality work?**
- Do I have a best friend at work?
- **In the past six months, has someone at work talked to me about my progress?**
- **This past year, have I had opportunities at work to learn and grow?**

\* Buckingham and Coffman: First, Break All The Rules

# Matching Leadership Style and Development

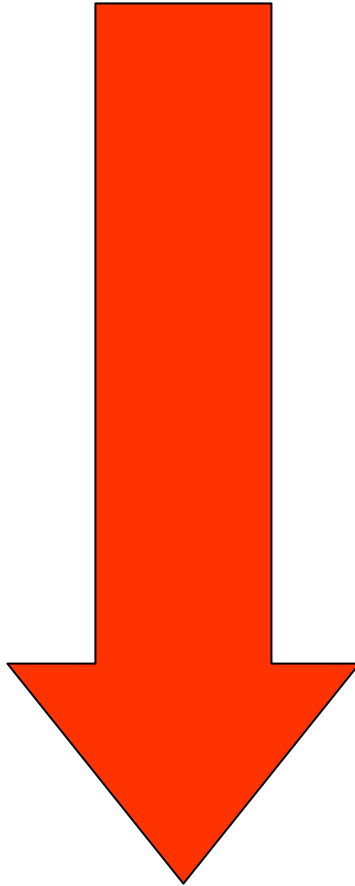


# Performance Situations



Time

# Positive Feedback Model



- D = Describe
- E = Express
- A = Ask
- P = Positive effect

# DESC Communicating Assertively



- D = Describe
- E = Express, Explain  
why it is a problem?
- S = Specify Standards
- C = Consequences