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Policies, guidelines, and procedures help your business work systematically and efficiently. Having a written overview of how things should be done in your workplace ensures that every employee has the knowledge and vision to contribute to the growth of the business. Create a progress manual to empower your employees to do their job to the best of their ability. The how-to guide contains policies, guidelines, and processes for your entire organization. It exists to help employees do their job in an approved and consistent manner. Your progress guide includes policies and procedures for your overall workplace, as well as for each individual task. Policies reflect the rules your employees follow, while procedures outline a process to track those policies. Your business progress manual should include: Vision, Mission and Core Values of Your Business Employment Rights and Regulations Health Benefits, Sick Days and Vacation Days Expenses, Deductions and Compensation Harassment and Discrimination Guidelines Online Communication Instructions Overtime, Food and Rest Period Disciplinary Procedure With all this information in writing ensuring that your employees have a reference point for everything you need to know regarding the rules of your workplace. This reduces the misunderstanding between the enterprise and its employees. It also ensures that processes are in place on how to complete each action and what to do if necessary in disciplinary action. Each department in your organization should have a flow guide outlining the roles of each role within that department. For example, an IT manual, a customer service manual, and a sales manual should be available. Be sure to see a list of all kinds of roles within each guide, such as IT manager, customer service representative, and business partner. Next, a list of specific tasks for which each role is responsible. Then, create step-by-step instructions for each task. For example, if one of the tasks of a customer service representative is to close the cash register every night, how should they do? How should they count cash and credit card transactions, where they should list them and what should they do with cash at the end of the night? With this kind of minute details documented ensures that there are no knowledge gaps for your employees. They have a reference that they can check when they forget about the process or complete a new task. If an employee has to leave the company abruptly, you still have a record of all the tasks for which he or she is responsible, so that you can ensure continuity in your business. Writing a clear, coherent and useful process manual takes time. Start by giving an overview of all the information you need to include. Then highlight the priority areas so you know which sections to start with. Complete a manual procedure by section instead of working on multiple sections over time. This helps reduce confusion and repetition. Use a direct writing style that makes it easy for your employees to follow the logical steps you offer. Include many numbered detailed lists for processes that must be performed in a specific order. Use bulleted lists for procedures that can be completed out of order. If possible, include images or graphics to help you understand. Always keep your progress manual up to date by reviewing each month. If necessary, revise procedures that are obsolete. Share the updated latest version of the flow guide with your employees. Instead of a printed version, consider an online version of the guide that makes it easier to ensure that your employees always have the latest content. Share the manual with all new employees and emphasize the importance of reading in each section to familiarize yourself with the rules of your workplace and department. Reference to the handbook at meetings where questions are asked about topics that are in progress. For example, if an employee wants to know what the policy is for taking sick days, answer their question and also remind them to review the information in the manual procedure. Early in the last century, Henry and Francis Fowler coined the phrase elegant variations to refer to the unnecessary substitution of one word for another because of variety (King's English, 1906). Since the choice between monotonous repetition on one side and clumsy variation on the other, we recommend that you prefer natural . . . to artificial. In other words, to ensure that our writing is clear and direct, we should not be afraid to repeat words. Similar advice was offered decades later by New York Times editor Theodore M. Bernstein, who coined his own terms for fear of repetition and excessive use of intrusive synonyms: Monologue Definition: A staggering fear of using a word more than once in a single sentence, or even in one paragraph. Etiology: As a child, the patient was probably forced to stand in the corner because he wrote, in the composition: Grandma gave me a piece of apple pie, then I had another piece of apple pie and then I had another piece of apple pie. Symptoms: The patient now writes: The woman gave me a piece of apple pie, then I obtained another slice of pastry containing round fleshy fruit, and then I secured another part of the all-American dessert. As is clear, monologueophobia is usually accompanied by synonymousness. Treatment: They subtly suggest to the patient that repetition is not necessarily fatal, but that when it comes to intrusive manifestation, remediation is not a striking synonym, but rather an inconspicuous pronoun or noun: other, second, third. (Mr. Thistlebottom's Hobgoblins, Farrar, Straus and Giroux, 1971) The monologue, Harold Evans said, would modify the Bible to read: Let there be light and there was solar lightning (Essential English, 2000). repetition is often just a mess that can be easily avoided without indulging in synonymousness. But not all repetition is bad. Used skillfully and selectively, repeating keywords in a paragraph can help hold sentences together and focus reader attention on the central idea. A policy guide is a collection of documents that define the rules, policies, and procedures of an organization and help employees and management run a business. Policy guides can be offline, paper documents and/or virtual documents that are stored electronically. There are company-wide, department-focused and role-specific policies. Policy topics include: legal sales management technologies for HR funding The policy document contains an overview of the policy, a description of the employees affected by the policy, the benefits or expected outcome of the policy, the consequences of not being sent to the policy, and the date the policy was created. The existence of well-written, standardized policies will save management time and help ensure that employees throughout the business are treated fairly, which can improve morale and reduce legal risks. In addition, business policy guides are consistent with and support business strategies and values. A manual review of a policy led by someone in the HR department is often part of a new employee orientation program. Many companies require new employees to sign a document confirming that they have read and will abide by the company's policies. Ongoing policy reminders, new policy implementation and continued policy strengthening are most often addressed by the management of the department. These activities may be carried out in face-to-face meetings, team meetings and/or using e-mails or other electronic communication channels. Last updated on October 22, 2020 How would you feel if you were sharing a personal story and noticed that the person you were talking to wasn't really listening? You probably wouldn't be too excited. Unfortunately, this is the case for many people. Most individuals are not good listeners. They're good contenders. The point is, true listening requires work-more work than people are willing to invest. Quality conversation is about giving and taking. Most people, however, just want to give their words, that is. Being on the receiving end as a listener may seem boring, but it's inevitable. When you agree on someone and pay attention to what they say, it's a sign of care and respect. The hitch is that participation requires an act of willpower that sometimes goes against what our minds naturally do-roaming around aimlessly and thinking about who else, instead of listening to the greatest act of thoughtfulness. Without active listening, people often feel uneasy and unattended. That's why it's important that everyone learns to be a better listener. What makes people poor listeners? Good listening skills have learned, but first let's look at some things that make you a poor listener.1. You want to talk to yourselfWell, who doesn't? We all have a lot to say, don't we? But when you're looking at someone who pretends to listen while all the time, they're mentally planning all the amazing things that you say, it's a disingem good service for the speaker. yes, maybe what the other guy's saying isn't the exciting thing in the world. Yet they deserve to be heard. You always have the ability to steer the conversation in a different direction by asking questions. It's okay to want to talk. It's normal, even. Keep in mind, however, that when it comes to you, you'll want someone to listen to you.2. You do not agree with what they sayThy is another thing that makes you insufficient listener-hearing something with which you do not agree, and immediately tuning out. Then you lie in wait so you can tell the speaker how wrong they are. You are eager to take your place and prove the speaker wrong. Do you think that once you tell your truth, others will know how mistaken the speaker is, thank you for setting them straight, and encourage you to elaborate on what you have to say. Keep dreaming. Disapproving of the speaker, but frustrating it might be, there's no reason to tune them out and ready yourself to churn out their stunning rebuttal. By listening, you can actually collect interesting nugget information that you didn't know before.3. You do five other things while you're listeningIt's impossible to listen to someone when you're texting, reading, playing Sudoku, etc. but people do it all the time - I know you do. I've actually tried to balance my checkbook while pretending to listen to the person on the other line. It didn't work. I had to keep asking, What did you say? I can only admit it now because I rarely do it anymore. With work, I managed to become a better listener. It takes a lot of concentration, but it's definitely worth it. If you're really going to listen, then you have to: listen up! M. Scott Peck, M.D., in his book The Road Less Travelled, says, You can't really listen to anyone and do something else at the same time. If you're too busy actually listening, let the speaker know and arrange for another time to talk. It's as simple as that.4. You appoint yourself as a judge while you're listening, you decide that the speaker doesn't know what they're talking about. As an expert, you know more. So, what's the point of listening at all? For you, the only sound you hear once you decide to be wrong is: Blah, blah, blah, blah! But before you bang that gavel, just know that you may not have all the necessary information. If you want to do this, you're going to have to really listen, right? Also, make sure you don't judge someone by their accent as it sounds, or the structure of their sentences. My father's almost 91 years old. His English is sometimes a little broken and hard to understand. People wrongly assume they don't know what they're talking about - they're mistaken. My father is a very intelligent man who has English as his second language. He knows what he's saying and understands the language perfectly. Keep that in mind when listening to a stranger or someone who perhaps has a difficult time putting their thoughts into words. Now, you know, some of the things they do for lower listeners. If none of the above items resonate with you, great! You're a better listener than most. How to be a better listenerFor conversation due, though, let's say you may need some work in the listening department, and after reading this article, you make a decision to improve. So what are some of the things you need to do to make this happen? How can you be a better listener?1. Be careful A good listener is attentive. He's not looking at his watch, his phone, or thinking about his plans for dinner. They are focused and pay attention to what the other person is saying. This is called active listening. According to the skills you need, active listening involves listening to all your senses. As well as paying full attention to the speaker, it is important that the 'active listener' is also 'seen' to be listening-otherwise, the speaker can conclude that what they say is not of interest to the listener. As I mentioned, it's normal for the mind to wander. After all, we're human. But a good listener will take the reins of these ideas back as soon as you notice their attention waning. I want to remember that here you can also listen to bodily cues. You can assume that if someone keeps looking at their watch or over their shoulder, their focus is not on the conversation. The key to this is to pay attention.2. Use positive body languageYou draw a lot from a person's body language. Are they interested, bored, or anxious? A good listener's body language is open. They lean forward and express curiosity about what they say. Their facial expression is either smiling, expressing concern, conveying empathy, etc. They let the speaker know they're being heard. People say things for a reason - they want some kind of feedback. For example, you tell your husband: I had a really hard day! and your husband continues to check his newsfeed while nodding his head. It's not a good answer. But what if your husband looked up with his eyes interrogated, put down the phone and said, Oh, no. What happened? So how would he feel? The answer is obvious. According to Alan Gurney, the audience pays full attention to the speaker and ensures that they understand the information that has been supplied. You can't be distracted by an incoming call or a Facebook status update. You have to be present and at the moment. Body language is an important tool for you to do this. Proper body language makes you a better active listener and therefore more 'open' and receptive to what the speaker says. It also indicates that you're listening to them. 3. Avoid interrupting Speaker! I'm sure you wouldn't want in the middle of a sentence just to see another person holding his finger or mouth open, ready to enter the unfinished literally. It's rude and causes anxiety. More than likely, you'd feel the need to rush what you're saying just to finish your sentence. The interruption is a sign of disrespect. This is basically saying: What I have to say is more important than what you say. When you interrupt the speaker, they feel frustrated, hasty and unimportant. Interrupting the speaker to agree, disagree, argue, etc., will cause the speaker to lose track of what they say. It's very frustrating. Whatever you say, he can wait for the other person to do it. Be polite and wait for your turn!4. Asking questionsAsking questions is one of the best ways to show that you are interested. If someone tells you about your ski trip to Mammoth, don't react, that's nice. This would show a lack of interest and disrespect. Instead, you may ask: How long have you been skiing? Was it hard for you to learn? What was your favorite part of the journey? Etc. The person will think of you very much and will consider you a great conversationalist just by asking a few questions.5. Just Listen! may seem counterintuitive. When you talk to someone, it's usually back and forth. Occasionally, all that is required of you is to listen, smile or nod your head, and your speaker will feel that they are truly heard and understood. I once sat with a client for 45 minutes without a word. She came to my office in distress. I should have sat her down, and then she started crying quietly. I sat with her - that's all I did. At the end of the session, she stood, told me she felt much better, and then left. I have to admit, 45 minutes without a word was hard. But she didn't need me to say anything. She needed a safe space in which she could emote without interruption, judgment, or I was trying to fix something.6. Remember and watch UpPart's great listener remember what the speaker told you, then follow them up. For example, in a recent interview you had with your co-worker Jacob, he told you that his wife had received a promotion and that they were considering moving to New York. Next time you run into Jacob, you might want to say, Hey, Jacob! What happened to your wife's promotion? At this point, Jacob will know that you really heard what he said and that you are interested to see how it turned out. What a gift! According to new research, people who ask questions, especially follow-up questions, can become better managers, land better jobs, and even win a second date. It's so easy to show you care. Just remember a few facts and follow up on them. If you do this regularly, you'll have more friends.7. Keep confidential confidential! you really want to be a better listener, listen carefully. If what you hear is confidential, keep it that way. no matter how tempting it is to be told to someone else, especially if you have mutual friends. Being a good listener means being trustworthy and responsive with shared information. Anything you are told in confidence must not be revealed. Assure your speaker that their information is safe with you. They will feel relieved to have someone with whom they can share their burden without fear of getting out. Maintaining one's trust helps deepen your relationship. Also one of the most important elements of confidentiality is that it helps build and develop trust. It potentially allows the free flow of information between the client and the worker and recognizes that the personal life of the client and all the problems and problems that belong to them. Be like a therapist: listen and hold judgment. NOTE: I must add that while therapists keep everything in the session confidential, there are exceptions: If the client may be an immediate danger to himself or others. If the client threatens a population that cannot protect itself, for example in the case of abuse of a child or an older child. 8. Maintain eye contact When someone says they are usually saying something they consider meaningful. They don't want their listener reading text, looking at their nails, or bending over to a pet pooch in the street. The speaker wants all eyes on them. It lets them know that what they say has value. Eye contact is very strong. It can relay a lot of things without saying anything. It is now more important than ever with the Covid-19 pandemic. People can't see your whole face, but they can definitely read your eyes. According to eye contact, I don't mean a hard, creepy look-only look in the direction the speaker will do. The next time you're in a conversation, you'll have a point to keep eye contact with the speaker. Avoid the temptation to look anywhere, but on their face. I know it's not easy, especially if you don't care what they're talking about. But like I said, you can redirect the conversation in a different direction or just let the person know that you've got to go. Final thoughtsLiding carefully will add to your connection with anyone in your life. Now, more than ever, when people are so disconnected due to smartphones and social media, listening skills are critical. You can build better, more honest and deeper relationships by simply being there, paying attention, and asking questions that make the speaker feel like that's what they have to say things to. And isn't that a great goal? Make people feel like it matters? So, go out and start honing those listening skills. You have two great ears. Now use them! More tips on how to be a better listenerFeatured photo credit: Joshua Rodriguez via unsplash.com unsplash.com

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