

PEAK

P E R S P E C T I V E S

The Monthly E-Newsletter of
Peak Pathways, LLC.

Be Impeccable with your Word

Developing a high [Do/Say](#) ratio starts with being deliberate and very intentional about what you say. That is why this month we begin a brief overview of the key principles in *The Four Agreements* by don Miguel Ruiz and the first Agreement: 'Be Impeccable with your Word'.

Being impeccable with your word is not just suggesting you need flawless grammar, although skill in that area as well as a large vocabulary will certainly help. The guidance is to speak with integrity and say only what you mean. Clichés ('it's a win-win' or 'let's talk later') and filler phrases ('I'll have it to you soon') are often spoken with little thought and consequently do not fully convey an accurate meaning or mutual understanding. Gossip or even speaking about others when they are not present takes you away from integrity. Likewise self-deprecating remarks hurt others, as well as yourself, because they are not accurate and diminish perceptions others have of you.

It is not easy to develop the practice of being impeccable with your word but it will have the biggest influence on improving your Do/Say ratio. Keep letting us know how it works for you.

Dan and Nancy

July 2014



The Profiles TMS: Employee Performance System

Profiles Employee Performance Management System eases the function of aligning organizational goals with staff goals

Assessment Overview

The Performance Management System lets you automate your performance management process. This solution helps you align organizational goals with individual staff goals, and encourages continuous feedback between employees and their manager to help further employee development.

Transform your existing performance appraisal form into a powerful performance management solution, or use our "strategy-based" solution, based on best practices.

Benefits at a Glance

2 Reasons You Should Really Be Focused on Corporate Training

Corporate training is an integral part of HR and company procedures. However, a rising number of business leaders are wondering if the price outweighs the profit. According to Forbes, US businesses spend more than [\\$60 billion a year in employee development](#), yet many executives question its return on investment. If you believe your company is in need of better corporate training, then assessments can help in tailoring your organization's needs in relation to employee training. So, why train your employees?

First of all, the pros:

If a skilled and trained workforce is something your company desires, then corporate training will benefit both you and your employees. Corporate training allows your employees to gain knowledge, which will boost productivity and enhance problem-solving skills, which in turn will develop a more professional attitude in your workers.

Employees with corporate training also reduce the need to hire new talent, further saving your company the estimated \$9,444.47 it costs when an individual leaves and a new employee has to be hired and trained. Training further results in higher employee satisfaction, and satisfied employees translate into better customer service; happy customers build a loyal customer base.

Second, more pros:

Corporate training is always advantageous for employees, because it enhances their skill sets, helps them understand and develop their own competencies, and provides extensive knowledge of their job. When you develop individuals, you encourage motivation and satisfaction. It can also work as a great morale booster, because employees will become more confident—applying what they've learned in their day-to-day activities—which will open up the path for career advancement and succession.

The cost:

Corporate training only costs the organization if it is not planned and carried out properly. Your organization will actually end up saving money by properly implementing training policies, because your employees will not require additional supervision.

1. Minimize Legal Risk

Complete all employees' appraisals in a timely and secure manner while ensuring uniform compliance with rules and regulations. This tightened, automated, and fully-documented appraisal process gives you access to a powerful database to support personnel actions.

2. Enhance Employee Performance

Identify, address, and track development needs in a timely manner, and provide opportune and specific feedback.

3. Reduce Administrative Costs and Burden

Avoid printing and distributing forms, sending reminders, and follow up.

4. Regain Control

HR and management have full control over the process with tracking, oversight, and reporting.

5. Stay Organized and Meet Deadlines

Get system reminders of review and assessment due dates, actions, and follow-ups.

6. Generate Rich Reports

Comprehensive, one-click reports allow managers to monitor performance by division, department, or supervisor, and examine workforce trends.

Featured Report

Checkpoint 360™ Provides Pilot Travel Centers and Flying J with Successful Merger

Prior to the merger of Pilot Travel Centers and Flying J, the two companies sought a solution to prepare their employees for the changes in employee and multi-unit supervisors' responsibilities. Company leaders decided on a two-and-a-half-day workshop focusing on individual development. They chose the CheckPoint

The advantages of implementing a corporate training policy far outweigh the disadvantages. Using solutions like the [ProfilesTMS: Employee Performance System](#), which helps you align your organizational goals with individual staff goals, will ensure execution of the optimal corporate training policy.

*“What’s worse than training your workers and losing them?
Not training and keeping them.”*

-Zig Ziglar



360°™ to be a part of their workshops because it was “the most aligned with the competencies we look at in our organization,” says Jaymi Damron, manager of training and development. With the help of the CheckPoint 360°™, PFJ has had five successful workshops, a successful merger within six months, growing enthusiasm for future workshops, and more.

Request the full case study [here](#).

About Peak Pathways

The focus of Peak Pathways is on the leader with services in five key areas:

Leadership/Executive Coaching helps leaders to personally grow in areas important to business.

Executive Career Transition Coaching starts with choosing the career, successfully searching for the right employer & emphasizes success transitioning into the new role & responsibilities.

Team Development is working with staff members at various levels to reach new heights of productivity & personal satisfaction.

Team Selection & Hiring Practices develops strategic plans & routines to create a top performing organization by having top performers in every job.

Stress Assessment and Control utilizing Emotional Intelligence & other assessment tools.

Key Professional Affiliations:

[Profiles International Inc.](#)

[The Hudson Institute of Santa Barbara](#)

[Korn/Ferry International](#)

[International Coach Federation](#)

[Team National](#)

For more information please visit our [website](#).

Past issues of Peak Perspectives can be viewed [here](#).

