

ERC Leadership Video Assignments

ERC Leadership Video One: Mission / Vision / Value

Answering the organizational questions for an employee of: what do we do? why are we here? who are we? (Mission, Vision, Values) can help explain how their jobs fit into the organization. By seeing the importance of their role, employees can in turn develop more pride in their work and become further engaged.

ERC Leadership Video Two: What does good look like?

Setting expectations is one of the basic fundamentals of leadership, yet many performance leaders fail to go into the detail necessary for effective communication. In this video we look at when Performance Leaders effectively answer the question, “what does good look like?” they can ensure goals are crystal clear and motivating.

ERC Leadership Video Three: Information / Data Gathering

Information and Data gathering are the bridge between setting expectations and providing honest feedback. This video explores the different ways to gain insight and information on how your employees are really doing.

ERC Leadership Video Four: Giving Honest Feedback

Giving feedback can be the hardest thing to do as a leader, but today’s workforce, especially the millennial generation, is asking for more honesty and more detail. In this video we explore the five steps to giving good, honest feedback.

ERC Leadership Video Five: Engagement and Communication

How can we build true employee engagement = a strong psychological attachment to the organization and its mission? In this video we look how communication and other engagement techniques can inspire an employee to go above and beyond in ways that benefits customers, the organization, and themselves.

ERC Leadership Video One Assignment

Identify an employee and write out how their job and responsibilities fit into your organization's Mission and Vision. Then, what are the values you want them to follow when doing their job?

Mission / What do we do?

Vision / Why are we here? Where do we want to be?

Values / Who are we? What is our culture?

ERC Leadership Video Two Assignment

Identify an employee and one of their tasks / responsibilities. Using the below, describe in as much detail, “what does good look like?” Then, have a conversation with that employee to compare what they believe good looks like vs. what you expect to see.

1. What does good look like? (Detailed End Goal)
2. Why is this important? (Mission, Vision, Values)
3. Where is the employee at? (Technical Skill / Motivation)
4. What are the steps to get there? (Tactical Questions)

ERC Leadership Video Three Assignment

Take the written out task from 2nd video's assignment and for each criteria of "what good looks like" identify how you will get information and/or how you will tell if the employee is meeting your expectation.

Data gathering techniques:

- Watch the employee work (interactions, not micro-management)
- Ask another how the employee did
- Ask the employee what they did and how
- Review work in progress
- Utilize monitoring tools (checklists, spreadsheets, etc)

ERC Leadership Video Four Assignment

Pick an employee that you need to give feedback to. Using the steps below, specifically write out what you want to say regarding a behavior, action or assignment. Consider practicing with a peer to get an opinion on the impact of your words and descriptions.

1. Ask: "Can I give you some feedback?"
2. Describe specifically what you have observed (behaviors) THEN describe the impact / reactions
3. Let the employee respond
4. Ask for (and offer) specific suggestions / if applicable, discuss consequences
5. Summarize your conversation, next steps, and express your support

ERC Leadership Video Five Assignment

How can you schedule and commit to asking each of your employees these three questions each week? The key to good, honest dialogue is consistency of asking these questions regularly as well as allowing enough silence to encourage employees to answer.

1. How do you think we are doing?
2. How do you think you are doing?
3. What can I do to help?