

Instant Advice Offers Easy Answers to Daily Questions

DLA has purchased a license for the leadership support tool Instant Advice, part of the Ninth House Network's offerings for supervisors. The program, now available through DLA's eWorkplace, provides easy to use, relevant and practical advice to help all supervisors quickly solve, manage or face daily challenges in the workplace.

As DLA and the Department of Defense prepare to move into the National Security Personnel System, supervisory and leadership skills are more important than ever. Along with the Enterprise Leader Development Program (ELDP), Instant Advice can help prepare supervisors for the new challenges that will face DLA in the future. Instant Advice offers nearly 500 pieces of advice on a variety of topics from top business leaders such as Peter Senge, Ken Blanchard and Tom Peters.

The Instant Advice modules, which are no longer than three minutes in length, are grouped into six main areas: business essentials, management, leadership, project management, communications, and team building.

The modules connect leaders to practical solutions and critical information as a just-in-time tool. Due to their brevity, the modules also help integrate learning into the workday, enabling leaders to quickly apply new tips and techniques for immediate results.

Each module provides a unique multimedia combination of text, audio, graphics and video to deliver the learning experience in the shortest time possible. A key-word search engine is provided, making it simple to rapidly locate just the right piece of advice needed. Printable text versions of each module are also available for learners on the go.

Rewards An Essay by Dave Linkletter, DDPW

Recently DDC asked various depot employees to provide their comments to the following question: "How do good leaders show that their employees are valued?" This essay addresses this question from a counter perspective. The writer believes that many good leaders would think giving rewards shows that employees are valued. From this angle, the writer presents the viewpoint that the best reward that a person can receive is the reward that one gives to oneself.

Rewards are a difficult thing to discuss because the question "What do I actually want?" changes continuously.

The other puzzling thing about rewards, when you look at it, is how very, very frequently people choose exactly the reward that makes them feel worse – people who are allergic to wheat that spend hours shopping at the bakery, people with a houseful of unfinished projects who buy another project, people who can't stand crowds who go to county fairs, car shows, home shows and boat shows.

There is a saying that once a problem is defined, the problem is 90 percent solved. I believe that is true for the problem of rewards. The difficulty with this is that defining what is a true "reward" takes an achingly big amount of work . . . and mostly what you find out, day after day, is "That's all there is. That's all you get." It feels very un-American . . . because the sky is not the limit . . . actually the most usual discovery is that things you've been doing for decades you thought were fun stopped being fun decades ago . . . and nobody will mind if you stop doing them now. That is most of the "getting the problem of rewards defined is 90 percent of the problem. . . ." It's recognizing what you can stop doing.

Actually, there are several rewards when one stops doing something that is unrewarding: The whole package of being constantly aggravated, frustrated, impatient, reduces when the things you can just simply not do begin to disappear from

A good leader is a mentor who **clearly identifies values and priorities** while working daily with individuals, and **inspire employees to see what they are capable of**, unlock their potential, then, help them get there. Acknowledge them for doing a good job and always bring out their strengths. Delegation of Authority: The highest praise comes from **giving our people more authority — not just responsibility**. Responsibility is adding additional jobs to a person's already existing job description. Authority is the right to choose how the job is going to be done and allowing people the freedom to accomplish the mission without interference. If you have properly mentored your people this should be the next natural step in the process. As leaders our overall mission is to **train and lead people to someday take our place** in the workforce. Giving of authority tells the person you believe in them and that you know that they will do a good job. Just by giving them the freedom of authority you have promoted them to the next level and showed how much you believe in their abilities.

Sherry West, DDOO

Good leaders must ensure that employees **feel that they are listened to and what they have to say is important**. This can be accomplished by periodic one-on-one visits with the employees on the work center floor not in the chief's office. Good leaders are those that **express themselves to the employee with respect and a genuine concern** for the employee's welfare. Good leaders take full advantage of the incentive awards program and ensure that those employees that put forth the effort to improve their performance receive the maximum award possible. However, sometimes a simple, "Good Job, Thank You" is worth more to an employee than a monetary reward.

Danny Cannon, DDJC