



## **COMERCIALIZACIÓN – NIVEL II**

### **7 ways to turn your employees into High Performers**

#### **1. Have great attitudes.**

Attitude really is everything and great managers know that their energy and attitude sets the pace for the day. Whereas good managers stroll up the stairs, great managers run up the stairs. They also know how to manage their poker face. Body language is a signal that people feed on; it is part of the human condition.

Lastly, a great manager knows when to hold certain situations lightly and when to drive certain situations with a high degree of urgency. Their communication is not hard to read or understand.

#### **2. Are transparent.**

You cannot be a great manager if you sugar-coat things. They must know how to speak to their reports in a way that is direct, factual and straightforward -- especially when it comes to bad news. They also get to the point quick and transition into solution-based thinking (versus wallowing).

Top-notch managers must also be transparent. This trait helps drive away any potential rumour mills before they open. They foster a culture of candour, making it easier for people to give meaningful real-time feedback.

#### **3. Demonstrate maturity.**

Great managers are able to regulate their emotions -- especially as it relates to representing and serving as an example of the company's values. They do so, as they realize they serve as a megaphone for the values of the company and handle this responsibility with a high degree of character and maturity.

Internally, exceptional managers consistently fly above the noise and don't get caught in emotional traps. They know that if they really feel frustrated, it is best to go for a walk. They don't over-react and lose their cool in the office.