

Getting a grip...

and keeping it!

Volume 1 | Issue 1 May 2020

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Listen and observe aggressively

Street smart advice to help you get a grip on managing, communicating, leading and building deeper client relationships.

"Working remotely and keeping your sanity requires C.A.D.I.F...

We are all having to find ways of working that are new and the biggest fear is that you won't be able to keep track of all the things that could fall through the cracks now we are not seeing people every day. In particular, is the loss of those "fringe times" that occur at the beginning and end of face to face meetings.

To Get (and most importantly Keep) a Grip in ensuring things don't drop through the cracks, now that we are all working either in isolation or remotely, there are 3 key criteria to keep in mind (**C.A.D.I.F**):

C is for **C**ommunication

Video calls offer challenges for people used to seeing and interacting with each other in person. However in my mind, they offer an opportunity to hone your skills in reading people that often are forgotten, namely:

- Listening Aggressively

  Listen not just to what people are saying, but how they are saying it. Also be aware of your listen/talk ratio - if it's more than 50/50 maybe you should look at how you can ask more questions;

- Observing Aggressively

  As well as listening more proactively, look for the non-verbal clues that you get from people not used to being on camera. These signals can be both conscious and subconscious. This also means taking all these signals, weighing them up and converting them into usable perceptions.

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Critical Non Essentials – 100 things, 1% better?

A, D is for Attention to Detail

Now that we generally have more time due to less travelling, more focused meetings (in theory) etc we should look to impress with remembering the little things. This could be:

- Ensuring that the grammar, tone and length of our emails are perfect, and ensuring that the subject line is specific to the attachments and information in the content;

- Preparing for a scheduled call in the same way you do for a face to face meeting;

- Using non-travel time to research the topic in more detail.

Just recently there was an article in a national newspaper that resonated with me. It was written by a World Cup winner and ex-player on the subject of "How to produce your best when it counts". The quote that stood out was, "Being successful is often about doing a lot of little things right consecutively."

Immediate Follow Up

I, F is for Immediate Follow Up

Making the most of the time not used in getting to and from meetings is a useful time to demonstrate effectiveness to clients and colleague:

- Sending a link to an article on a subject that they said they enjoyed;

- Providing the requested information that you discussed in the video call;

- Remembering to do the small things that are mentioned in passing.

If you say it, you own it….Years ago I was in a meeting with my then boss and a large customer of our firm. We had dinner in the golf club restaurant we tended to frequent near our head office. At this meeting the customer said he thought that this place would be a great

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Establish simple documented processes and procedures

venue for his next national sales meeting to be held the following month. I happened to say that I would be able to sort out a preferential rate as I was a member. A few weeks later my boss called me and started telling me the story of how he had once promised to do something for an important client and had forgotten and lost the business. Suddenly it dawned on me what he was referring to and I scrambled to try to arrange the booking. My point is that it's the many small things we get right that impress more than the one big gesture.

There are many ways we can develop effective ways of working during this current situation but none are more important in establishing simple working procedures and processes that can be shared to enable some of the above suggestions to be put practice, helping ourselves and others to Get a Grip….and Keep it!!"



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Using his cross-functional knowledge and expertise David delivers improvements in consistency, efficiency and service whilst developing resilience across an organisation's teams. David's sector experience includes services, logistics, manufacturing and not-for-profits.

David's approach to business and life is to promote responsibility, purpose, values, mutual respect, understanding, creativity and continual improvement.

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We would be happy to have an initial conversation if you would like to talk through some of the challenges and opportunities you are facing in these current circumstances.



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