



The Performance Letter

November 2009

Volume 6 No.20



competitive
advantage through
human resources

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Respect the Vets

My father was an airplane electrician in the US Navy, and my grandfather was in the US Army Air Corps in WWII, before the name was changed to the Air Force in 1947. I never served in the military. I got to be home with my daughters, go back to school, get a masters degree, and start a business while many of my peers were serving in a place far from home and family and comfort.

November 11th is Veterans Day. While the government workers go fishing on their day off, most of the Veterans will be at work. Taking a few minutes to honor them in your workplace will be well worth the time. They've earned it, and they will appreciate it.

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In addition to consulting and speaking, Scott Mastley, SPHR, MBA, coaches supervisors and managers through challenging circumstances.

For more information on coaching from MPG, [click here](#).

Call Scott if your emerging leaders - the future of your organization - could benefit from professional performance coaching.

Create Magic Through Training

Disney World, the size of Manhattan, is the largest tourist destination in the world, and its 59,000 cast members make it the largest single-site employer in the world. Lee Cockerell, its manager for 15 years, reveals the management principles he's followed to make it a success in the book *Creating Magic*.

"Training and development," says Cockerell, "permeate every level of the company and they are the primary reason that the Disney brand is synonymous with service excellence."

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If you'd like your organization to be known for service excellence or product innovation or anything else, set a clear direction and support it with training and development. Many businesses leave the training out and are only known as members of their industry. Ouch.

Housekeeping Says Safety and Everything Else

If you visit multiple locations within a company, you quickly see the differences among various facilities. The cleanest warehouses are the most organized warehouses. The most organized distribution centers are the most profitable distribution centers. They have fewer injuries, greater accuracy, and happier customers.

It is much easier to work in a clean environment than in a mess. It is much safer to work in a clean environment than in a mess. If you value productivity, safety, and profitability, good housekeeping says it all.

Know Your Noises

If you haven't tested the noise levels in your workplace, how do you know if hearing protection should be required or not? How do you know if you're in compliance with OSHA requirements? How do you know if your business is exposed to potential liability from noise related claims? How do you know if employees might lose hearing over time from workplace noises?

The only way to know is to do the noise testing and look at the objective data that is documented in the results. If you haven't monitored the noise levels in your facility within the last twelve months, call MPG. We'll take care of it for you.

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