

# THREE THINGS YOU CAN DO TO SOLVE ANY PEOPLE ISSUE

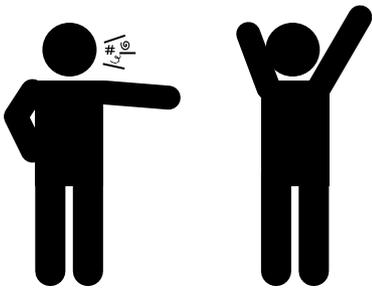


People are at the heart of every business. We all know that a happy and motivated workforce is a productive one. We also know that people have the potential to be volatile. Unsolved people issues can lead to low productivity, reputational or financial impact and cyber or digital risk.

The benefits of getting the leadership of your people right are immeasurable. Not only does it allow you to refocus your energy on your own priority tasks, but it lowers your stress at work, which could eventually lead to burn out.

In this article, we look at three key things that you, the leader at the highest level of your organisation can do, to make the biggest and most immediate impact.

## 1. *Don't* have people issues in the first place



Instead of spending time and energy solving problems as they arise, take some time to anticipate them. Shift from being in reactive mode (I don't have enough people, skills or capability in my team; people don't collaborate etc.), to a proactive approach where less problems arise, and people feel engaged and empowered.

You will never anticipate every problem, but if you plan for some eventualities, it means that when something happens you will have a muscle memory to draw from to help.

What to do:

\*people data is not a 'lag' but a 'lead' for business performance

- Monitor people data (retention, engagement, wellbeing etc) as closely and regularly as sales and performance data \*
- Anticipate opportunities and impacts of every business decision on your people
- Build a 'customer mindset' towards the people in your organisation

## 2. *Don't* delegate people leadership

A high performing culture is the holy grail for any organisational leader, as it provides the conditions for people to thrive. As a leader YOU set the tone for the culture of the organisation or team you lead. Be 100% clear what you stand for, what a high performing organisation means to you and realise the power and agency you have to build amazing, high performing teams.



Big shifts are created by the constant implementation of daily habits. Create a very clear leadership narrative to live by every day, rather than a document-bound strategy delegated to others. When you show up consistently and intentionally yourself, you will start to see changes in others.

What to do:

- Appoint your senior team based on behaviour (capability can be grown)
- Take action swiftly and with dignity where behaviour of others does not match the intended culture
- Embed and prioritise this 'way of being' into your daily work life
- Be open to and seek continuous feedback

### 3. Do invest in your leaders



Many leaders are professionals who arrive in these positions without any leadership coaching or guidance. Leadership is a skill that can be learned. Many people problems grow out of proportion because leaders often lack the confidence, skills or accountability to nip problems in the bud and understand how to influence human behaviour.

Leadership is a practice and, just as with any elite performer, coaching is a critical investment once at the senior and executive levels. Leadership programmes play their part to grow leadership capability, and at an elite level, the power of coaching enables highly tailored and effective continuous development to handle any people problem or challenge.

What to do:

- Partner with an experienced professional with a highly tailored and pragmatic approach
- Interpret data, receive insight and make sense of leadership challenges
- Find someone to look at your data and draws on experience to come up with pragmatic solutions
- Find someone who combines coaching with advisory, with practical ways of tackling your specific challenges.

#### About Vantage Points Consulting

Vantage Points provides an accessible way of gaining an experienced, high level Chief People Officer into your organisation. For a fraction of the cost of a full-time CPO, this is an affordable way to partner with a People strategy expert. We work with elite leaders to provide advisory and support, to turn their people challenges into opportunities.

If you would like to book an exploratory session with Vantage Points, we offer a 2-hour high-level people audit to evaluate your people data and formulate a bespoke action plan which you can put into action straight away.



For more information, please visit our website at [www.vantagepointsconsulting.com](http://www.vantagepointsconsulting.com) or book a 1:1 call with our Founder and Executive Coach Paula Leach by contacting us at [melodywilliams@vantagepointsconsulting.com](mailto:melodywilliams@vantagepointsconsulting.com) – we would love to discuss your people leadership challenges and opportunities!