Communication Is Key
You can impact your employee’s behavior

- Help them “feel” importance of their behavior
- Model appropriate behavior in supportive ways
- Deliver messages using people they know and trust
- Use frequent verbal communication with familiar words
- Use eye contact and simple signs or posters as reminders

- Train using books and articles
- Leaders do not demonstrate the same behavior they are being taught
- Deliver messages using people who don’t know them
- Use big technical words they can’t relate to
- Train one time only under stressful conditions