

WHY KISS FIRST and OFTEN?



WORKFORCE PERFORMANCE AND DEVELOPMENT TIPS

By Abigail Mirarchi, Accelerated Instructional Media, Inc.

We KISS during initial consultations with clients, during strategic project planning sessions and before beginning any project. Throughout the project life cycle, our clients welcome our ability to KISS often. It helps build onto the foundation and embeds a cadence to delivering expectations at each milestone.

Observations: The following may be unintentional yet are typical:

- Some leaders/organizations don't KISS, and if they do, they don't do it well.
- Some managers, team leaders, and project leads are too busy to KISS.
- Employees (regardless of function) need leadership to KISS, but may not say anything.

Balancing life and work is hard. Add unclear or complicated directions and processes to the mix, and the outcome can be extremely costly. Besides budget dol-

lars, it leads to employee and customer frustration and undue stress, negative and low morale, turnover, and can severely impact revenue.

What is KISS? Keep It, Super Simple. Use the "KISS" approach when planning and communicating what you want and need on a project or task. Keep things simple when determining what you want your employees to know and do (the 5 W's). Especially for the performance outcomes you are expecting.

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Practice. Like any memorable kiss - using the KISS approach takes practice.

Here are a few ways to improve, re-visit, and articulate your ask:

- Create a list of two-three tasks you want/need someone to do
- Write what you would traditionally say when giving directions
- Record yourself giving the next steps to your team or employee

Remember, to influence behaviors and actions in the workplace, KISS first. KISS often, and you will find you will be able

to increase the level of complexity over time with desired expectations. The effects of a quality KISS approach helps employees develop and perform better. Even customers appreciate it when service support KISS. :)

Abigail Mirarchi is the owner of Accelerated Instructional Media, Inc, a workforce performance & development consulting company in Leesport, PA. For more information, call 610.730.7681; website: AIM2train.com. HR, T&D, and L&D leaders are encouraged to book a free onsite or virtual consultation.

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