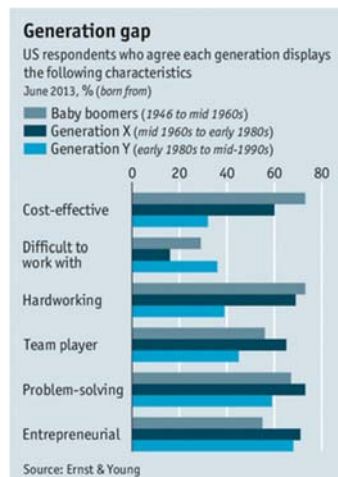


PEOPLE

1. **One energized Employee is worth more than 3 unenthusiastic ones.** Are your employees working for a living or living for working? Do they have enough challenges, encouragements and respects to drive themselves? Keep them interested and energized, then they'll surprise you.

Jack Welch, CEO of GE, said "No company, small or large, can win over the long run without energized employees who believe in the mission and understand how to achieve it."

2. **A mix of Baby Boomers, Generation X, and Millennials will keep company from extinction.** In order to evolve, survive, and advance for a company, you need all of their strengths in experiences, skills, and energy from all age groups to success.



Source: <http://www.economist.com/news/business/21586831-businesses-are-worrying-about-how-manage-different-age-groups-widely-different>

3. **Replace your D performer right away and C performer annually.** Employees' performances need to be competitively encouraged. The law of "Bad money to drive out good money" is obviously happening in any company. It is the necessary evil to free those performances dragging behind. Otherwise, you might see your A performers leaving you.

To keep rejuvenated, our body shed 30,000 to 40,000 dead skin cells per minute and grow new ones. That's almost 9 pounds of cells every year. A company should do the same.

4. **Spend time to interview new talents yourself.** During the interviews, you'll pick candidates' brains for new knowledge and his/her unique experiences. Once they are hired, you will gain their loyalty because it seems you've handpicked them yourself.

Elon Musk, CEO of Space X, personally interviewed his first 1000 employees. You must do the same.

5. **Talk to your employees at least 10 hours a week.** Not only to those who directly report to you, but also the ones you don't see on a daily basis. Walk around your company, pay them with respects and make it personal, you will have their trusts and devotions. You may also gain extra great ideas from them to run your business successfully.

"Clients do not come first, Employees come first. If you take care of your employees, they will take care of the clients." ~ Richard Branson, Founder of Virgin Group.

6. **Have a plan to cultivate a team of elites.** 20% of your people will contribute 80% of your company's success. Implement a program to develop those 20% elites. Not just giving them those tangible awards, provide them cross-functional trainings, opportunities and challenges to enrich their abilities.



Source: <http://peopledevelopmentmagazine.com/2014/05/30/why-you-should-invest-in-your-employees-infographic/>

7. **The Peter Principle exists, find those affected by it.** If an employee is no longer progressing at their position, he/she is affected by the Peter Principle. Switch him/her from a line position to a staff role, or vice versa. Office politic will start when people stock at their positions for too long and not centralize their objectives for the good of the company but themselves. Rotate them to keep organization fresh and free of ossification.

"The only way to fight the Peter Principle is to only promote those that are already showing good qualities for the next position and not those that are showing good qualities for their current position"
Joseph Cubby, boardofwisdom.com.

8. **Have a Chief of Staff.** A chief of staff is your trusted co-pilot to oversee daily operations, maintain company objectives, and analyze issues without your personal obsession. Let him/her take care of the 80% of your worries, so you can focus on the 20% that are most important to your core competencies.

You have a best friend?
Is he smarter than you?
Would you trust him
with your life?
That's your chief of staff.
The President, West Wing

9. **Assemble a team of advisors.** A beacon does not shine on its own base. Outside sounding boards can broaden your views, bring you to a new business horizon, foresee unfamiliar threats, and assist you to the path of success. Have different advisors with various traces of experiences, so you can see lights from difference sources.

Proverbs 11:14 "For lack of guidance a nation falls, but victory is won through many advisers"

10. **Have a Devil's Advocate in every project.** If everyone agrees with you, there is something wrong with your company. Devil's Advocate helps

you see from competitors' angels and challenge the status quos. Appoint different persons to act as the Devil's Advocate for different projects or situations, so no one is singled out for people to hate.

The Advocatus Diaboli (Latin for Devil's Advocate) was formerly an official position within the Catholic Church: one who "argued against the canonization (sainthood) of a candidate in order to uncover any character flaws or misrepresentation of the evidence favoring canonization".