

Directions

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Managing “The Little Things”

by Ellen Davis

Everyone wants his or her team to be high performing, but often team leaders are not quite sure what signs to observe to really know how their team is doing. Are you looking to pinpoint your manufacturing team’s strengths and its developmental needs? Here is a **simple** and **free** way to gauge team effectiveness and identify specific spots for improvement.

Years ago a plant manager hired me to “take the temperature” of his plant’s teams, and then later he asked me to record for him what I observed to do it. He wanted to help his team managers (called supervisors way back then!) be able to take the temperature of their own teams as well. I had a long plane ride home that night, and used the time to list my personal 50 “indicators.” They became the basis of this instrument.

Since then, several client plants have used “The Little Things.” Corning Incorporated in Blacksburg, VA used it as an annual team developmental review process. Other clients have used it for specific team assessments and to train managers in team observation skills. Tommy and I frequently use it to encourage teams to stretch their vision for higher performance.

A few years ago we began making the instrument available on our website at no charge and it has proven to be very popular. It can readily be used by team leaders and by team members. It covers different categories including Energy at Work, Goal Awareness, Housekeeping and other “little things.”

[Click here](#) to access “Managing the Little Things” online.