



ODA / Management Review

A Note From Joel

August 2019

For over fifty years Kraft/ODA has worked with the management teams of privately-owned businesses. It has been our privilege to help these organizations achieve their goals through the development of their employees.

In recent years we have focused on developing our client's sales team. This led to the development of my newsletter:

ODA/TOPLINE "Building Sales Capacity"

Now, this companion publication: ODA/MANAGEMENT REVIEW, will focus on "Building Management Skills."

The two newsletters will alternate; I trust they will be helpful in managing your business.

This month I will introduce some "tools of the trade" we employ to help our clients develop their employee team. You may recognize these tools and realize that you are making use of them already in your business.

What is the role of management in initiating organization development?

We believe that the most important asset of an organization is the human asset. And the development of that asset is both a moral obligation and financial gain on the part of the ownership.

We advocate a comprehensive step by step approach working with your team from the very beginning. We see it as a five step process:

RSTMM: *Recruiting - Selecting - Training - Managing - Motivating*

This is not a program where we do something 'to' our employees, but rather a set of actions and behaviors. Our purpose is to help each employee achieve their goals through their employment in our firm.

Our process for managing each of these steps is called the Closed Loop. That is, we start with a goal and a plan, we initiate action, measure the results and we adjust and refine. First class employee development is a live action task with flexibility and follow up key actions.

In upcoming newsletters, I will give you some tips which you can help you in managing your critical employee asset.

If you would like to hear more about our approach to Organizational Development check in with me.

In the meantime, Good Managing!

Joel McFadden
Kraft Associates/ODA, Inc.
kraftassoc@aol.com
484-252-4490



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484.252.4490

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www.kraftassociatesoda.com

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