



MANY CULTURES, SAME ISSUES:

**LEADERSHIP, TALENT MANAGEMENT
AND PRODUCTIVITY IN NSO'S**

OCT. 2022
.....

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“

A shocking epiphany in Geneva

*Other National Offices of Statistics
might have some similarities like **the
low turnover, structures based in
mostly senior talent, resistance to
change, among others***

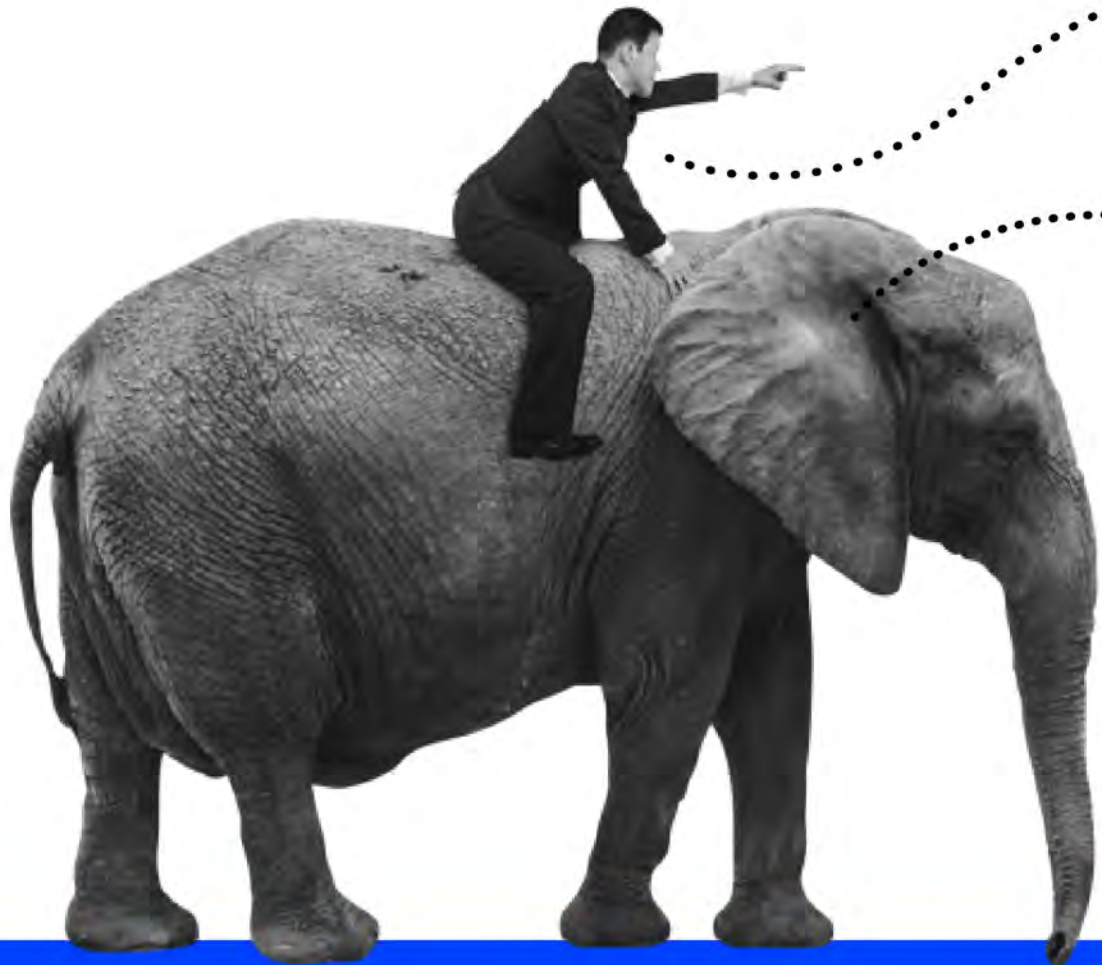
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***Are the HR departments
the solution?***

***..Or may be it is
a shared task?***





direct the rider

motivate the elephant

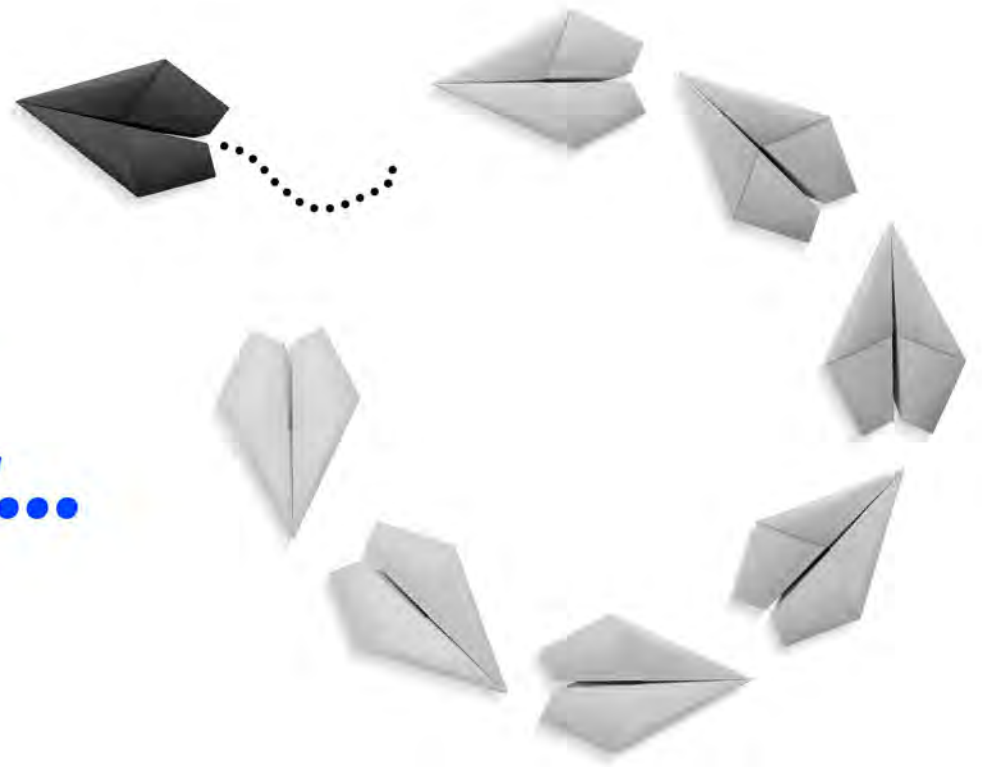
shape the path

How

to change?

10 quick tactics

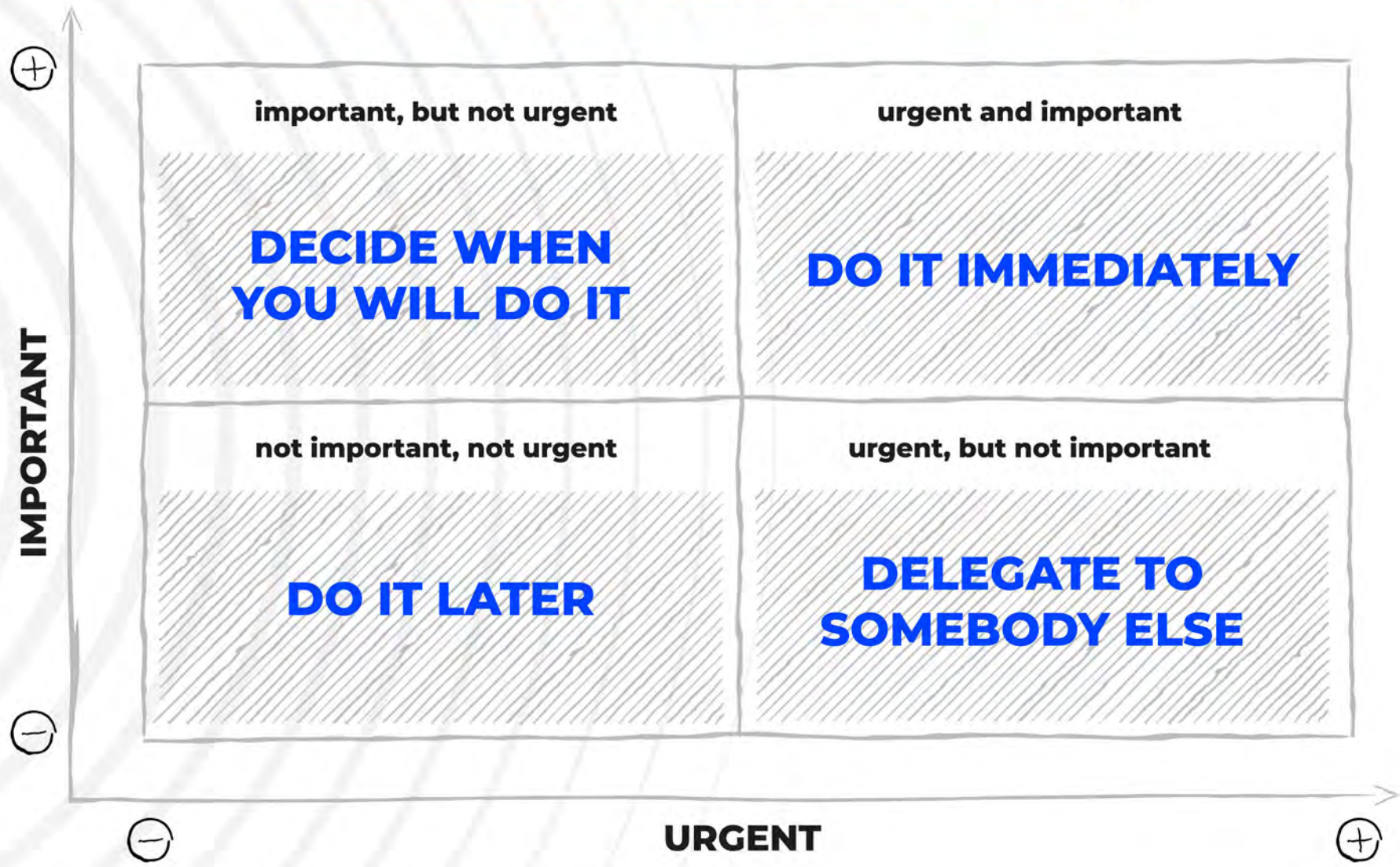
***to begin to change
matters that matter...***



FIRST
THINGS
FIRST

1
Prioritizing
is a priority

The Eisenhower matrix



2

Deciding

***when everything is
important***



1

Have a list that contains all tasks in one

Understand what you need to get done.

2

Identify what is important

Be honest with yourself about the lasting value of each task and always have the end-goal in mind.

3

Highlight what is urgent

Always consider deadlines even if they are not formally required.

4

Prioritize based on importance and urgency

Urgent and important are tasks that should be categorized.

5

Avoid competing priorities

The most important tasks are not fulfilled.

6

Consider effort

When your task list is becoming too much, prioritize according to effort and breeze through those easier tasks more quickly.

7

Review constantly and be realistic

Frequently check your task list and priorities is the key to regaining control and focus.

Prioritize your time **and be realistic**

*The purpose of prioritization is to spend time working on the important tasks, **those things that will make a difference in the long run and move you in the right direction.***

The aim is to complete work that signifies true progress, and let all the rest fall to the wayside.

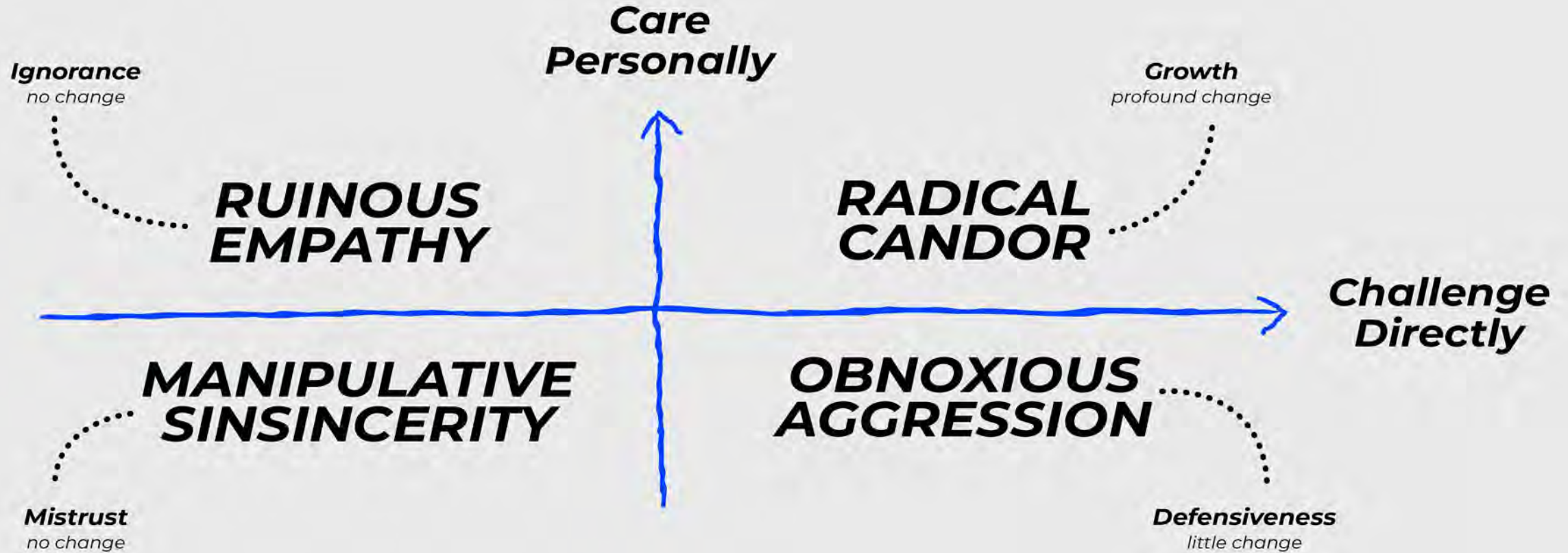


3

*Always care
about your people*

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The radical candor model





4

***Meetings that
could have been
an email***

Jason Fried and David Heinemer (Rework) – Meetings are toxic

Christopher Frank (AMEX) – Defining the objective is one of the most important aspects

Steve Jobs - Only the necessary people

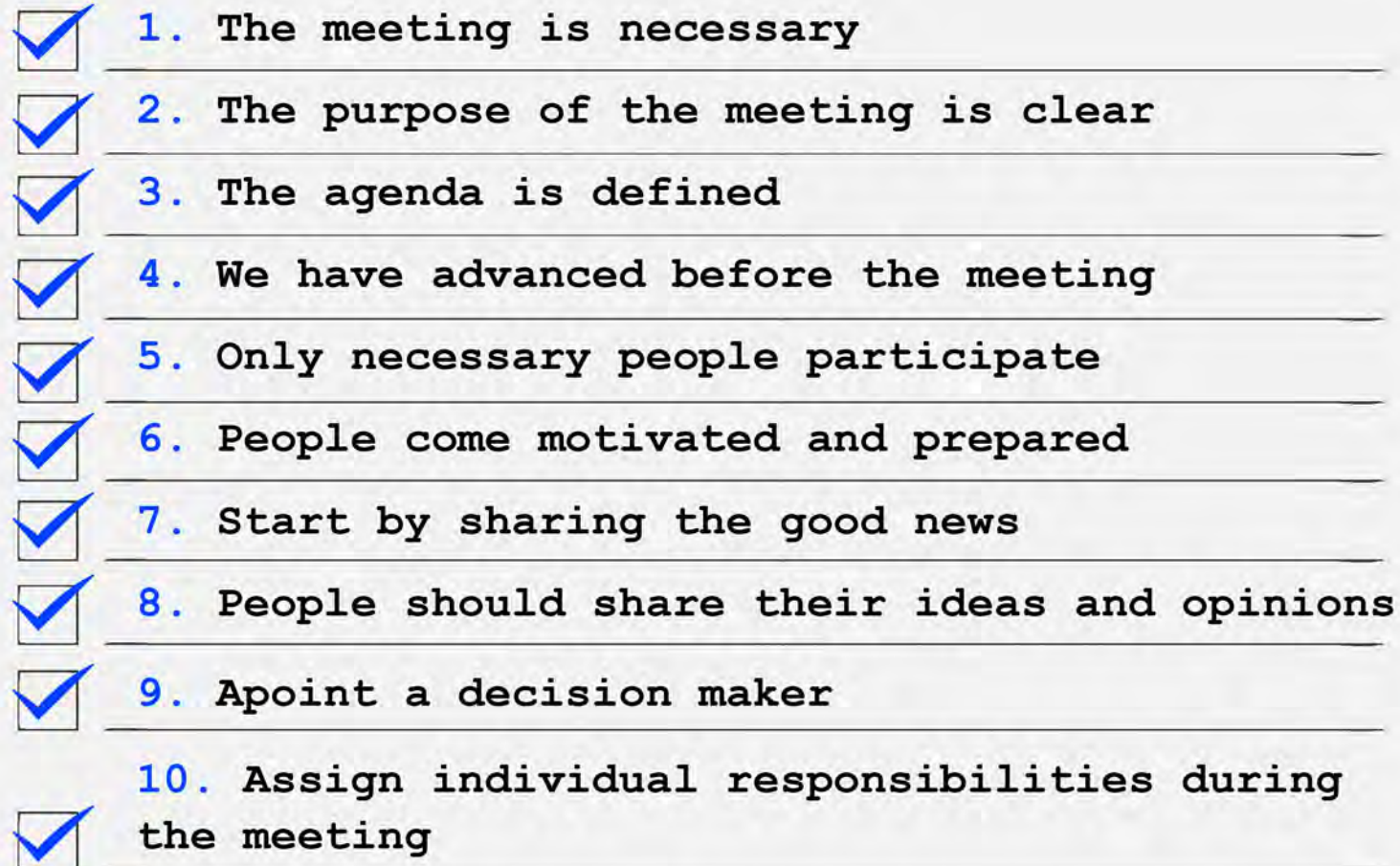
Elon Musk - Super prepared people in the meetings

Jeff Weiner (CEO, LinkedIn) - Start with good news

Jeff Bezos - Avoid excessive kindness

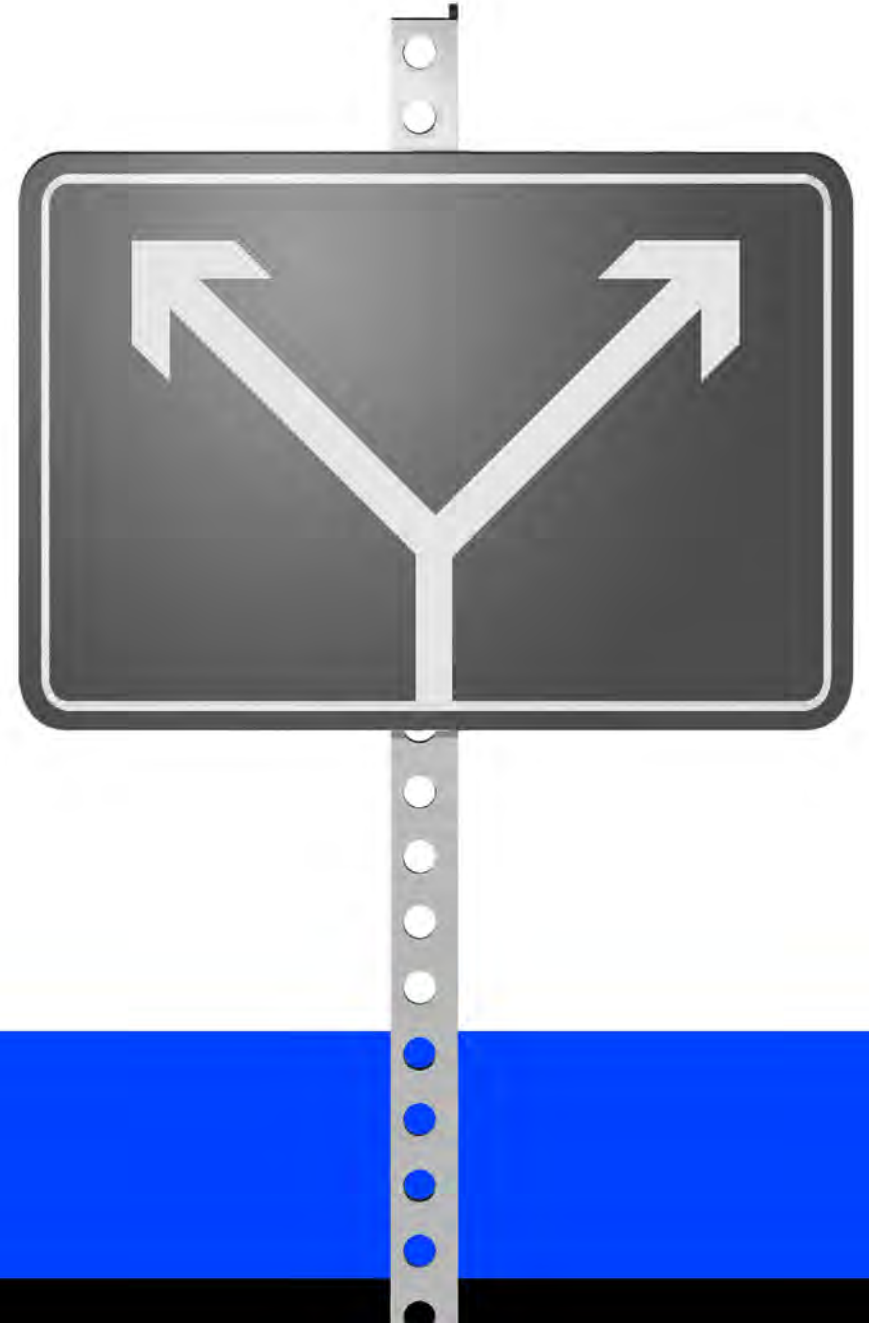
Larry Page - Apoint a decision maker

Richard Branson - Change scenarios to foster creativity

- 
1. The meeting is necessary
 2. The purpose of the meeting is clear
 3. The agenda is defined
 4. We have advanced before the meeting
 5. Only necessary people participate
 6. People come motivated and prepared
 7. Start by sharing the good news
 8. People should share their ideas and opinions
 9. Apoint a decision maker
 10. Assign individual responsibilities during the meeting

5

Clear directions and smart delegation



Delegation model

Aspects for
delegating effectively

Basic rules

- » Knowing the expected result
- » Assign responsibility and grant authority
- » Be clear on the basics
- » Staff with the knowledge and tools
- » Adding value to the task

Moments

Before ↶

- » Define the level of delegation
 - Project
 - Objective
 - Task
- » Selecting the "delegated" person.
 - Considering the knowledge and skills

During ↕

- » Establish communication and provide support to the "delegated".
 - Agree on work objectives
 - Plan reviews
 - Formalize with verbal and written direction

After ↷

- » Evaluate the results of the process

Requirements for an effective delegation

- » Specify tasks and functions
- » Clarify the instructions
- » Ask for an explicit commitment
- » Anticipate obstacles and alternative solutions
- » Establish time frames and success criteria
- » Determine the issues on which the delegate can decide alone and those on which he/she must consult
- » Establish periodicity and time frame for feedback
- » Express the importance and priority in relation to other tasks



6

3 habits

we all should have



1

Deactivate e-mail notifications

This strategy allows you to be focused on the priority tasks and, consequently, save time. It is suggested to check your e-mails when you have already finished each activity.



2

Block off time

Take as a habit to reserve time for the really important things of your work. 30 minutes well focused on a single topic may be necessary.



3

Maximize the 5 Minutes Before

Use 5 minutes more for productivity; may be a short meeting, an important call, or whatever you think is important. Using 5 minutes instead of turning off, can make a huge difference over the course of a day.

Based on the book "The power of habit" by Charles Duhigg.

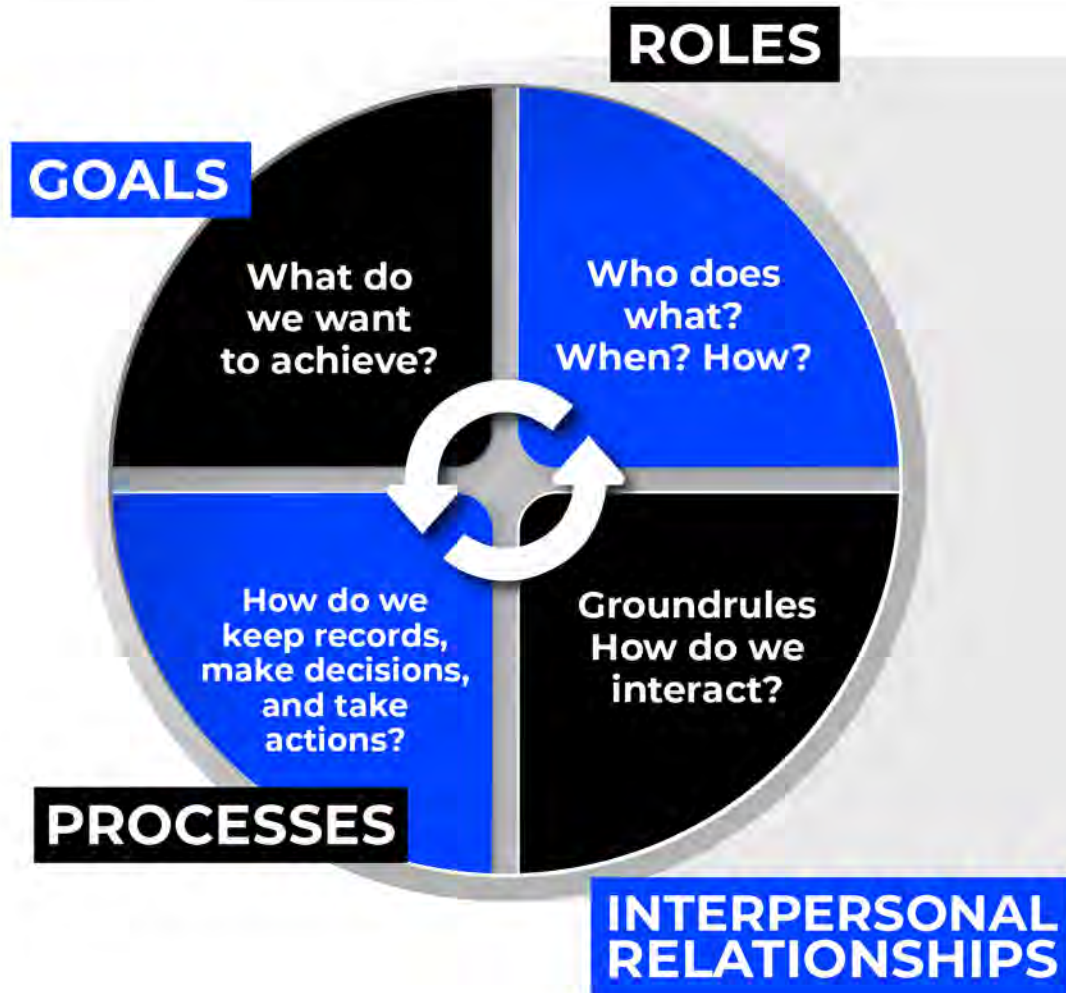
7

What to do...

What to improve...



GRPI is a tool used to improve the efficiency of a team by addressing its goals, roles, processes, and interactions.



Definitions

Goals: everyone must fully understand and be committed to the goals. Everyone's goals must be aligned in order to achieve desired outcome.

Roles: all team members must know what part they play, what is expected, and how they are held accountable and responsible.

Interpersonal: quality communication and collaboration is required among team members.

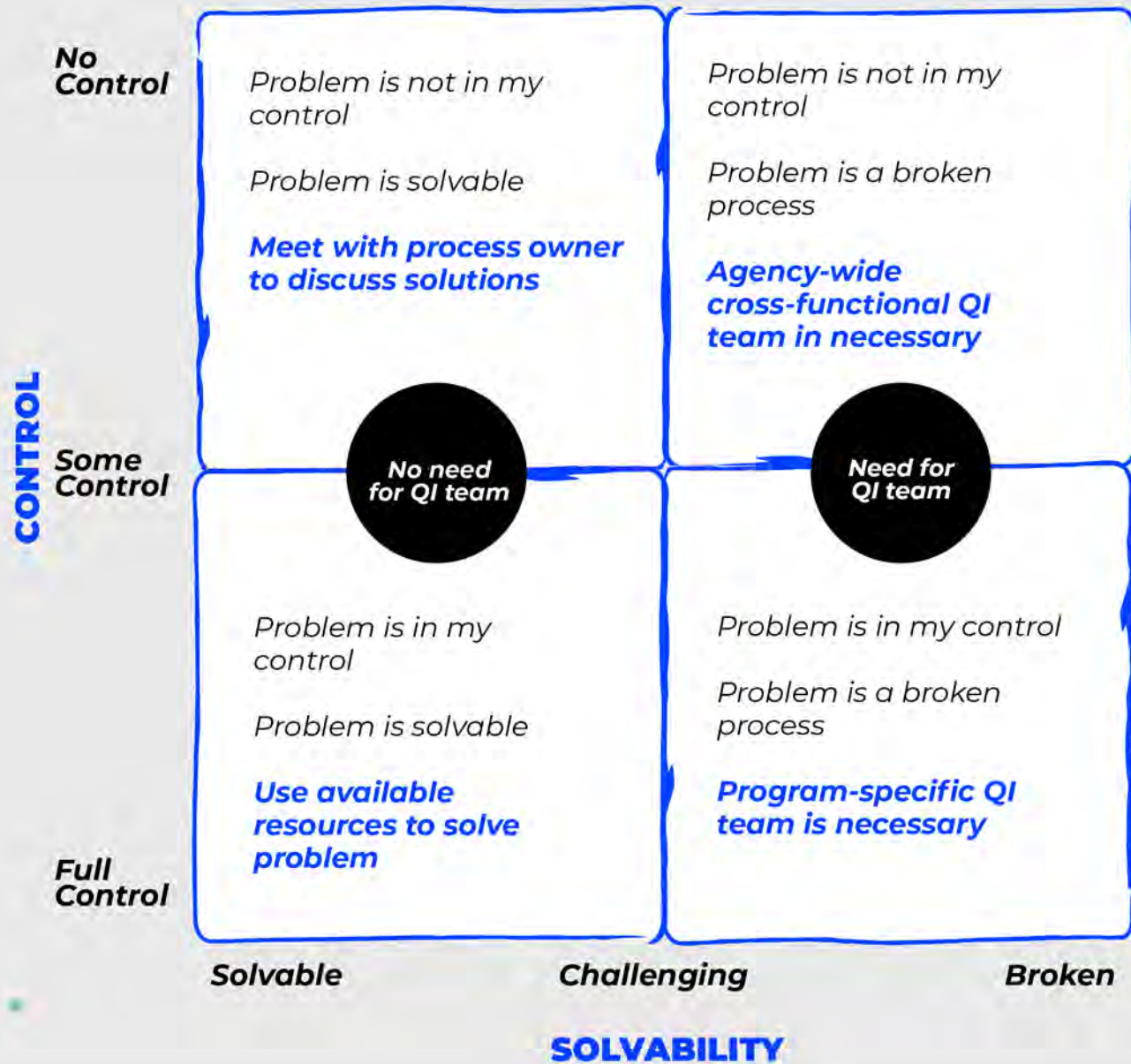
Processes: defined system for how decisions are made, how the team solves problems and addresses conflict; defines workflow and procedures to be followed.



8

Control vs

solutions



1. Define the problem.

2. On the horizontal axis, identify your perception of the solvability of this problem.

3. On the vertical axis, identify your level of control of the process.

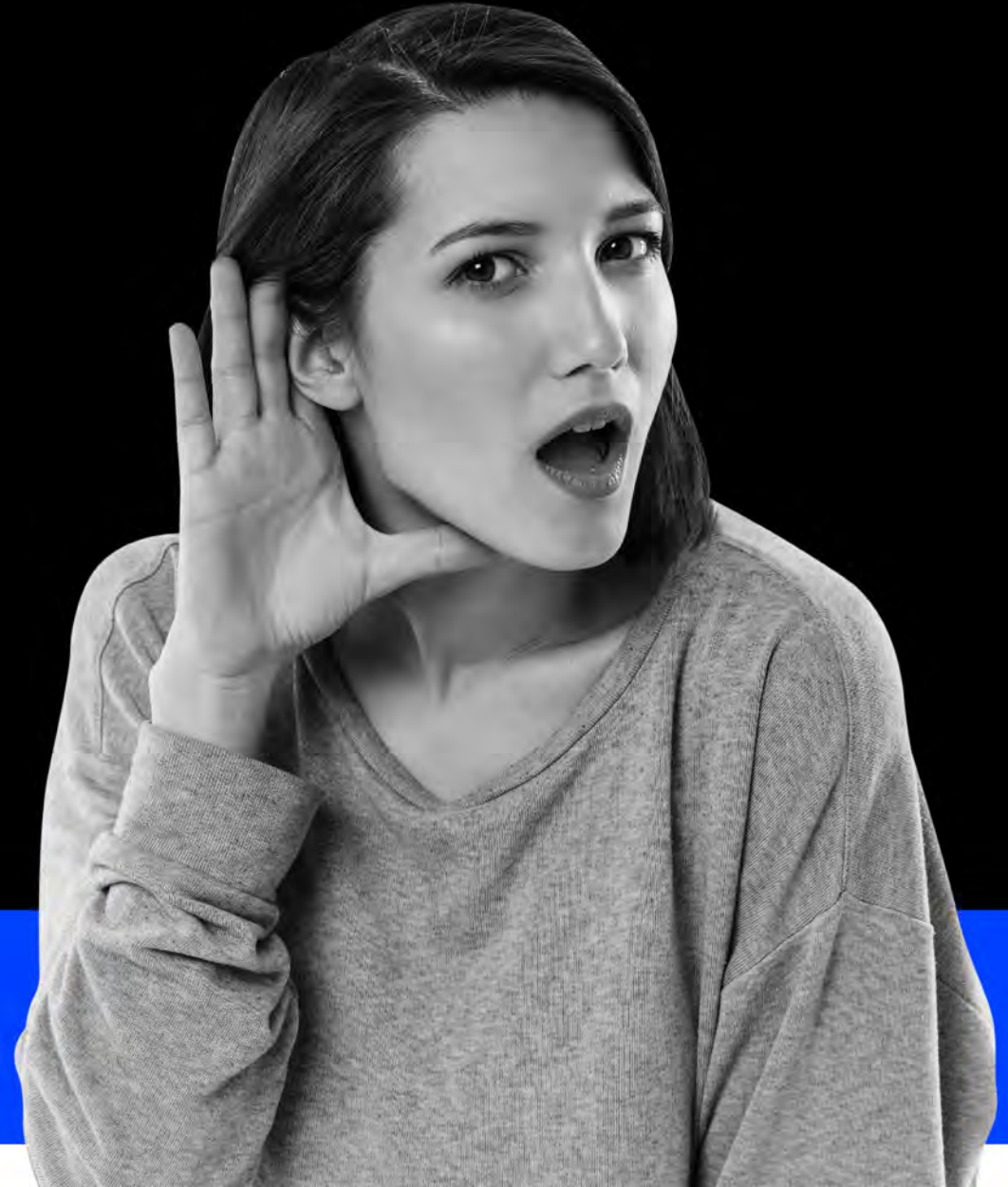
4. Identify the quadrant in which the problem falls, and take action.

5. When there is need to form a QI team, the issue should be brought to program-specific or agency-wide staff responsible.

9

Feedback

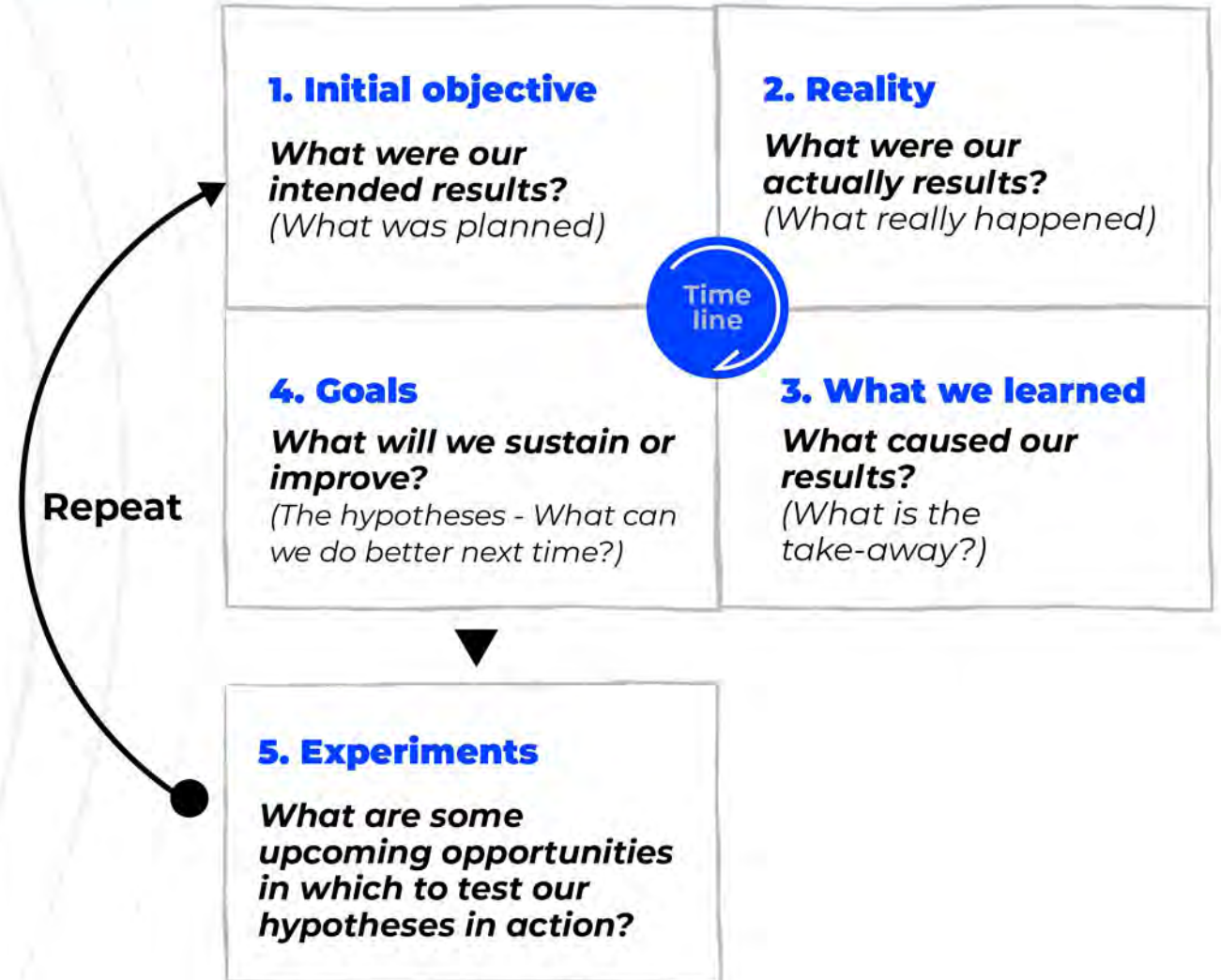
is about listening



AAR model

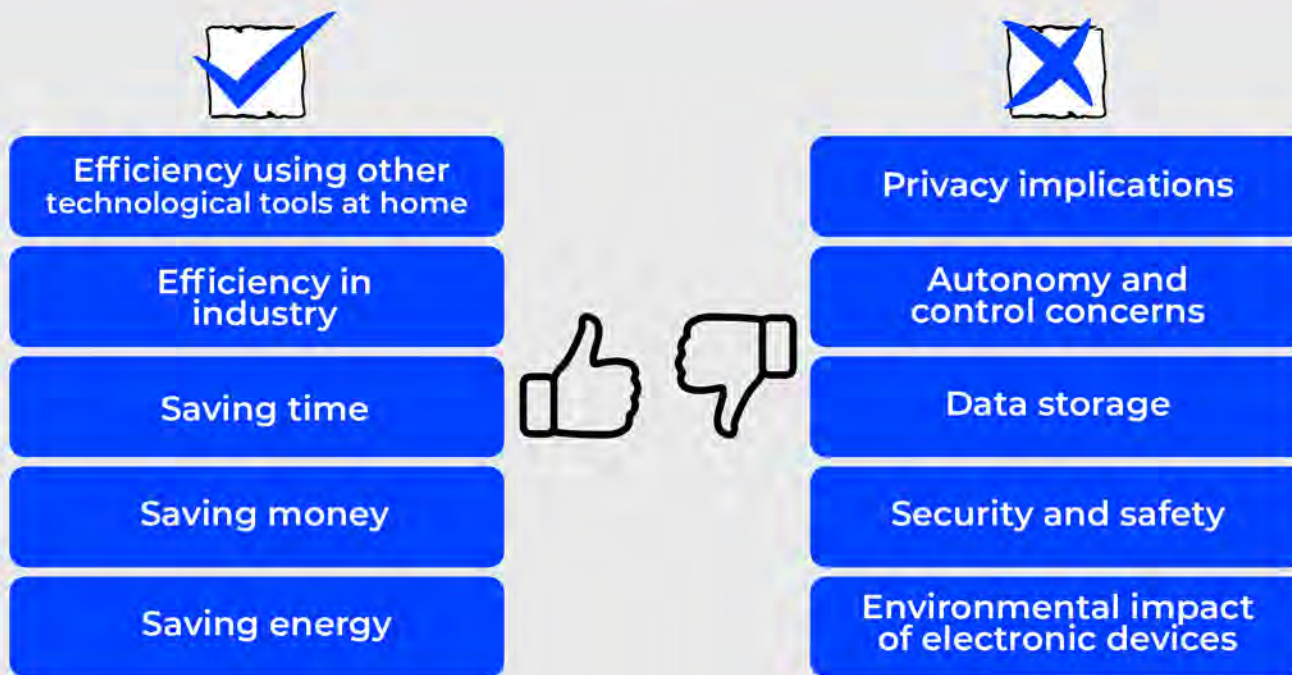
Lessons learned

Characteristics	Performance critique	AAR
Participation	Members are passive	Members are active
Communication	One-way	Two-way
Atmosphere	Defensive	Open to suggestion
Topic	Errors committed	Sequence of events
Learning style	Lecture	Guided discovery
Information source	Subjective judgement of observers	Objective performance indicators



The Benefits and **concerns** chart is an easy way to have feedback of an activity or behavior expected in the organization.

B's & C's comparison chart



1. Schedule a meeting with the personnel involved.
2. Explain to all members of the group about the procedure, situation or activity that you want to evaluate.
3. Make a brainstorming based on the facts of the activity.
4. Finally, generate with all the members of the team, a list of actions that should continue and corrective actions for matters that must be changed.



10

*Providing well-being
is our duty*

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“ When you put people first and then surround them with processes and disciplines that recognize their efforts, performance will soar. ”

– David C. Novak, founder and CEO of oGoLead

“ Don’t Get So Busy Making A Living That You Forget To Make A Living ”

- Dolly Parton

THANK YOU