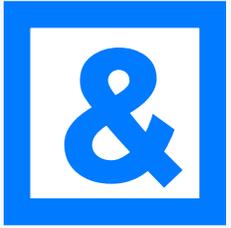


# The Big Little Things

By Mr. Olurotimi Ismail

**Detail & Avedia**

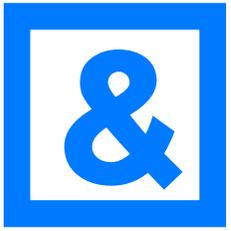
# The Big Little Things



In almost every relationship I have been involved in, the phrase “it's the little things that matter” has probably one of the most recurrent phrases I have heard. As a young child this could be asking how my mom's day went, or how much I appreciated the meal that was made for me. As a teenager, just making up my room or taking time out to help out with chores around the house were some of these little things. The impact or effect on whomever said it to me was obviously huge, and to them it was a big deal.

The workplace is not so different, as a matter of fact I have found that to be successful at work or in business the little things really are the big things. Here are some examples of little things that could make a BIG difference:





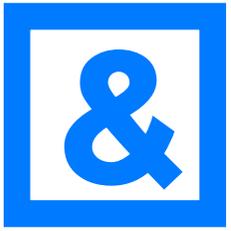
# As an Employee:

## 1. Planning your day:

How often do we find ourselves overwhelmed with tasks, such that we start to feel that our managers need to be a bit more compassionate about the volume of work thrown at us? How many of us use our task managers or to-do lists daily for some more structure? Sometimes it is easier to have conversations with our managers when we know what we have planned for the day. Doing this may just earn you the respect of your managers.

## 2. Keeping informed:

Do we know what is going on in the business outside of our specific roles or maybe in the industry apart from who is hiring? Keeping informed allows us to have some meaningful conversations, sometimes bumping into the CEO or one of the company directors could make the difference in our careers, a simple conversation that shows you are connected to the business beyond your regular job could well earn you the recognition you have been looking for. Think back to the last time you sought to know how other departments benefitted from your department and what you could do to support them.



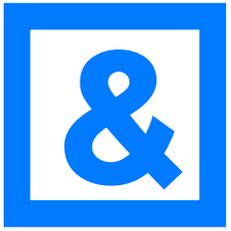
## As an Employee:

### 3. Knowing what is expected of you:

Taking a look at our job descriptions/KPI's/ role expectations! This is only a 5-minute activity that could be carried out at any point in the day, just to refresh and re-align yourself with your job and what the business expects of you.

### 4. Understanding your environment

What are the peculiarities of your work/business/industry environment, do you take time out to observe the things that make your environment unique and how can you add value?



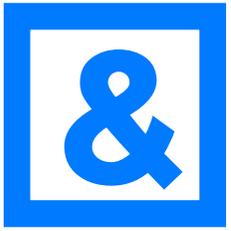
# As an Employer:

## 1. Setting the tone:

How many employers clearly communicate what they already know as the expectation to their employees - Vision/Performance standards/ Culture expectations/Values? Most employers in one form or another know these things, the problem more often than not is communicating them at the right time. As long as you have started a business you already have a rough cut of these. If you are a small business owner, this means making out time to talk to your people about what's important. For the larger organisations, maybe it's time to empower your HR Team by supporting the People/culture initiatives from the front.

## 2. Keeping Promises:

Most organisations invest in tools that provide support to the employees for greater effectiveness and efficiency, however the people still feel they are not being carried along on this ride to success? How often have we made the promise to our employees of a brighter future, only to cease communication when the time comes to fulfil our promise. Keeping a promise is possibly the most difficult thing to do (the future is uncertain) however we can earn the trust of our people simply by making sure they are kept in the loop. What is the point of building structures only to gag responsible departments? Courage in leadership is often tested in adversity and the results of courageous leadership rarely ends in the negative. Letting employees know the current state of things rather the grapevine representing you.



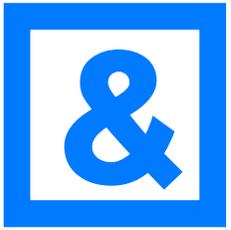
# As an Employer:

## 3. People Development:

The sum of all individual development adds up to the organizational development. Development is often viewed from paid training perspectives, developing internal coaching and mentoring programs are affordable, and efficient if taken seriously.

## 4. Financial Discipline:

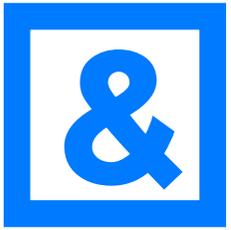
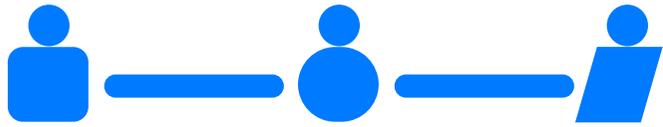
Resisting the urge to be spontaneous, most organisations invest with the business best interests in mind, however taking time out to plan and ensure best value is considered before diving into expenditure may be the wise move. Whether you are investing in people or other resources, it is best to look closely at the figures and value. We all want long term success and this is not possible if we have made fundamental financial errors at the beginning.



**“If you change the way you look at things,  
the things you look at change.”**

**- Dr Wayne Dyer**

#SeeDifferent



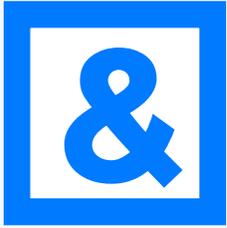
Suggested reading : The Little Big Things: 163 Ways to Pursue EXCELLENCE

by Thomas J. Peters

## **Does work-from-home spell an end to organisational culture as we know it?**

To get extended information on this subject,  
Send a request to - [support@detailandavedia.com](mailto:support@detailandavedia.com)

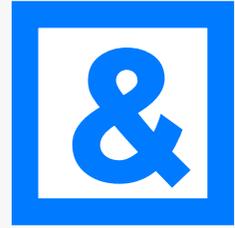
# The Author



Mr. Olurotimi Ismail is the founding Chief Executive of RS Hunter Limited, a Human Resources (HR) consulting business. He has dedicated most of his career to HR; thereby becoming proficient in all aspects of HR Management, this has led to him being considered in industry circles as an expert in HR strategy design and implementation.

In 2008 he started RS Hunter with the aim of offering world class HR solutions as well as international best practices to Small and Medium-scale Enterprises (“SMEs”) based in Nigeria. Today, RS Hunter is one of the few HR consulting companies that has been selected to participate in MDG projects funded by the World bank on SME projects.

# The Author

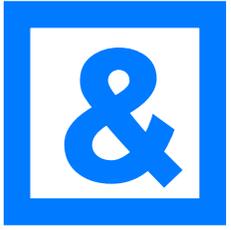


Drawing from his wealth of experience which stems from his regional and global exposure to HR practices, he inspires the firm to deliver HR solutions that meet international standards.

As an avid reader of HR publications, a forward-thinker who enjoys proffering solutions that solve the unique HR issues of each client he takes pride in playing an active role in shaping high-performing work cultures across the many SMEs, high profile indigenous organizations as well as multinational corporations that RS Hunter supports.

His professional career has seen him practice in Nigeria with multinational companies in the field of power engineering and aviation where he was responsible for 8 international locations across Africa and Europe.

Mr. Ismail is a graduate of the University of Lagos with a Bachelor's Degree in Psychology; an Associate Member of the Chartered Institute of Personnel and Development (CIPD) and is certified by the Hay Group to carry out job evaluations and the British Psychological Society to conduct psychometric tests. He currently sits on the board of five (5) companies one of which is a private school located in Ogun State.



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