

MAY 2021

Access Bank Emerging Businesses Newsletter

YOUR MONTHLY BUSINESS ADVANTAGE



more than banking

Theme:

A Guide to Managing Your Workers

“Your customer experience will only be great if your employee experience is greater.” -Carol Wain.

Holding a leadership position in your business comes with a lot of responsibilities and one of the huge responsibilities is managing people who work for you. This requires much more than meeting target numbers in terms of profits and customers. Employee management can make or break the success of your business. The people who work for you are the ones making the vision you have for your business a reality. Your job as a leader is to make sure they do it efficiently.

Navigating through the social and performance aspects of managing those who work for you can be a herculean task, especially when your employees are from different generations, whose goals, motivation, and views about their work differ. When you take a skillful approach to managing your workers, you create a functional, efficient workplace by capitalizing on the strengths of your employees and motivating them to accomplish the goals of your business.



The following guide on managing your workers will assist you as a leader to get them more involved, motivated, successful, and loyal.

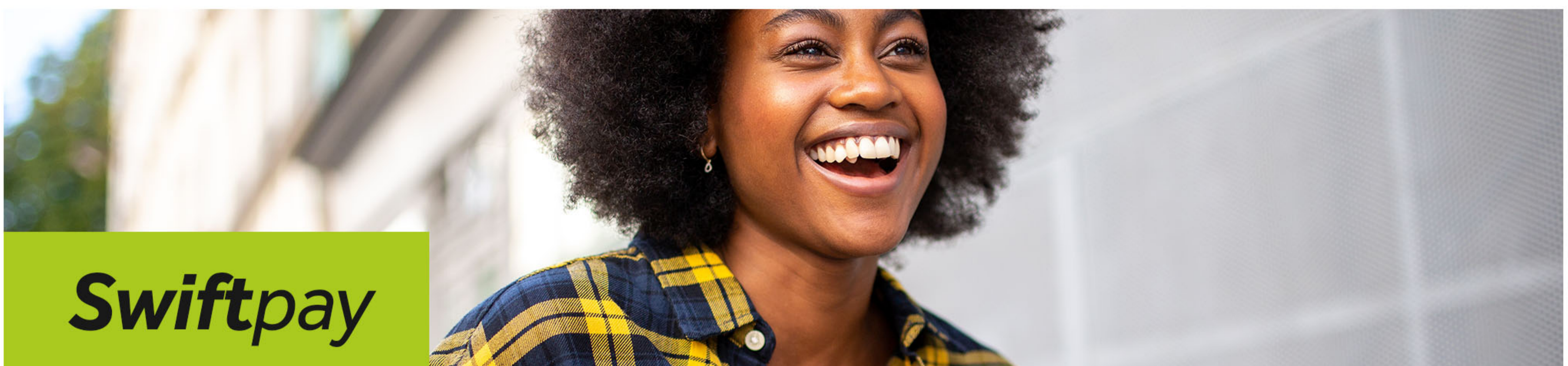
- **Be an effective communicator:** How you communicate with your team can dictate the eventual success. When giving instructions, recapping meetings or going over recent updates, it is imperative that you strive for clarity, accuracy, and thoroughness in your communication regardless of what medium, whether that means in-person communication, email, or a phone call. Clarity, accuracy, and thoroughness are the best way to avoid miscommunication and keep your workers on the same page.
- **Be a good listener:** Managing your workers goes beyond leaving instructions or sending mails. Knowing how to listen to those who work for you is just as important as getting your message across. If someone does not agree with your style of management, do not silence them, listen. Ask other employees what they think as well. This sort of open relationship makes it easier to proactively identify problems and work together to create a mutual environment. You cannot manage your workers if you do not know how to communicate with them.

- **Be consistent:** Your management approach must be consistent for it to be effective. Be consistent with attitudes you commend and the ones you disregard. Treat everyone who works for you equally.
- **Engage your workers:** This will keep you in the loop with how your employees are doing as well as challenges they may be facing. By staying informed and well engaged, you show your employees that you care.
- **Lead by example:** As a leader and manager, your workers would not listen or respect you if your words don't align with your actions. Your behaviour and actions at work should match the messages you are sending. It is therefore important for you to strive to be the ideal worker you seek.
- **Use a personal touch:** Your approach to communication with your employees should be face-to-face rather than via phone or email. It is a more refreshing approach in a world where we communicate digitally.
- **Publicly reward and recognize hard work:** When a member of your staff does something exceptional, it would be nice to recognize that employee publicly. It could be a bonus or vocal recognition. Do this in the presence of other employees. This would make the employee being recognized feel good, but this must be a consistent act to encourage others to want to do more.

Source - <https://wagepoint.com/employee-management/>



Getting to know our customers is at the heart of our business model here at Access bank. We understand the importance of having empowered employees and the daunting task that comes with managing people who work for you, that is why we have come up with products to help ease the challenges you might be facing as a business owner.



This is our alternative online payment solution that allows you receive payment seamlessly from your customers whether you own a physical store or sell online. Swiftpay is not only secure, It also helps ease your bookkeeping process.

Visit - www.swiftPay.accessbankplc.com to sign up



It is no news that the world is going digital and so should your business. For as low as ₦20,000, you can get a business website up and running and increase your customer engagement

Visit - www.accessbankplc.com/Business to sign up



Instant business loan

This is our business loan that is easily accessible, collateral free and quick with an easy repayment plan. Sign up today.

Visit - www.accessbankplc.com/Business to sign up

Below are some activities lined up for the month of May, you do not want to miss them!

SMEDIGEST: Our business radio show, holds every **Tuesday by 5pm on Inspiration 92.3 FM**. Here we get to talk about various topics relating to running a business as an SME.

Coffee and conversations: This is webinar that we do quarterly. It is an inspiring and interactive session for aspiring young entrepreneurs. It holds on the **27th of May**.

get 3 months **WAIVER** on swiftPay transaction fees

Sign up on **swiftPay** today to enjoy 3 months waiver on all your transactions.

Offer valid from April to June 2021

Visit

<https://swiftpay.accessbankplc.com/>
to sign up



Banking with Access: Branch | ATM | online | mobile | contact centre



In our emails, Access Bank will never ask for your complete card number, PIN or One-Time password. If you lose your phone, inform us immediately. Links within our mails will only take you to information pages on our website.

More information:
contactcenter@accessbankplc.com
0700-300-0000
01-271-2005-7



accessbankplc.com

start right with **DBA Lite**

DBA Lite is a specialized account for young entrepreneurs.

Call your Relationship Officer or visit a branch near you to get started



Banking with Access: Branch | ATM | online | mobile | contact centre



In our emails, Access Bank will never ask for your complete card number, PIN or One-Time password. If you lose your phone, please let us know. Links within our mails will only take you to information pages on our website.

More information:
contactcenter@accessbankplc.com
0700-300-0000
01-271-2005-7



accessbankplc.com



“

In order to build a rewarding employee experience, you need to understand what matters to your people

-BEVACQUA, RISE CRO

”

Activities in the month of April

#IAM
Remarkable

Access Bank and Google presents:

Workshop for Womenpreneurs

Join us for an engaging conversation on women empowerment, the importance of self promotion, life and business.

#Choosetochallenge the social perception about self promotion.

 March 26, 2021  Zoom  3pm - 4pm

Registration is free although we have limited slots available.


 **access**

more than banking

SMEDigest Radio Show

Please tune in to the next edition of SMEDigest for deep insights on the topic

Maintaining a healthy lifestyle as a business owner

 Tuesday April 6, 2021

 5PM



Speaker

Niniola Williams

Managing Director of Stella Adadevoh trust

Radio Station: 

 **access**

more than banking