

Sue Hansen Speaks

Managers Revolt Greetings!

Wow! We were so overwhelmed with the reactions we received on the heels of our newsletter on bad managers that we are compelled to talk about the impact that a great manager can have on the team and the individual. Truth is, there are a lot of good managers. Many because they either had a great mentor who showed them the way, or they took the initiative to look at their own behaviors and develop the ones that were working and eliminate the behaviors that weren't working. Either way, many of them had to establish these "learning opportunities" themselves. Training-at least training that "sticks" is a challenge to provide, and not for the reasons you might think. Few companies are evil; throwing their managers to the wolves. But we're conducting business at such a fevered pitch that we have less time to learn, less time to be taught, less time to absorb just less time period.

Basically - if you want to manage, then you need to do it right! Thanks for reading - have a great month! Cheers!

Sue

Good Managers Do Exist - 3 Great Suggestions

Here are their recommendations...

Be a master at asking questions:

Our readers think a good manager should ask questions. Get input from the people who are actually doing the work and trust that they are willing to fulfill the expectations of the job. (a good manager will follow up

and keep in touch and make sure this is happening). If you're doing all the talking, you're making a mistake. Ask them what they think. If you need to remind yourself not to talk, wear a piece of duct tape on your hand and it will remind you to shhhhhhhhhhhhh.

Be on time with Performance Reviews:

Never, never, never miss the date of the performance review. "You will find that your employee begins marking the date on the calendar, and with each passing day that you DON'T meet with them to discuss their review, your credibility is lessened, and their anger increases." Don't miss this opportunity to state what you like and don't like about their performance. And remember the annual review should not be like a surprise party. The employee should be well aware of what their review is likely to show, because you've had periodic meetings with them throughout the year.

Don't establish favorites:

Remember how you felt about the teacher's pet. Well, as soon as you start treating one employee differently than another, you're inviting trouble. It's natural to have someone you favor over another. Perhaps you both have similar styles, perhaps you've been friends because you've worked together for a long time, whatever the reason it can cause trouble. Work towards a professional relationship. You can get together outside of work, but then resist talking about what a great time you had around the office.

Here's Your Chance...

Tell us what kind of manager you really want to work for? What qualities are most important?

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