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The Top 10 Things That Make A Good Manager

How to become the boss everyone loves to praise, rather than the boss everyone loves to hate!



1. Acknowledge your staff.

When a member of staff does a job well, make sure you notice it, and acknowledge her or him for it. Don't let the opportunity to praise a piece of good work go by.

2. Never, ever, humiliate anyone on your staff team.

If you are annoyed with someone on your team, or they have done something wrong, make sure you keep your cool, especially in public. If you humiliate someone, he or she will hold a grudge against you, and their work will suffer too.

3. Create a culture where mistakes are OK.

If you don't make mistakes, chances are you are not stretching yourself. If your staff are allowed to feel that mistakes are part of reaching for new highs, rather than something to feel bad about, or shamed for, then they will take more risks on your behalf.

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Good Service Vs. Great Service

What is the difference between a company that provides good service and one that provides great service? If you had to narrow it down to one characteristic, it would be communication.

Companies that provide great service clearly communicate what a customer or potential customer should expect when they do business with that company. They leave no doubt in the customer's mind.

Their customers are in the loop all the way. They know if an item is in stock, if it is not in stock, and when it is expected in. They also know when their order will be shipped, and how.



If there is a problem they are informed. The company takes a proactive role in



communicating with the customer. They don't wait for the customer to call them asking where their order is.

Two companies that provide great service are www.amazon.com and www.outpost.com. When you go to their web sites, they tell you if they have an item in stock or how long it will take to get it. Then when you place your order, you receive an email confirmation of your order. Then you get another email when your order goes out the door, including the tracking method and tracking number. They leave no doubt in your mind as to when you will receive your order.

They tell you what to expect and they follow through on that promise. The companies that provide good service do all the same thing that the company that provides great service does; they just don't communicate this to the customer. This is the difference between a company that provide good service and one that provides great service.

Reprint permission by Dee Brian owner of Used Mice Web Hosting. [www.usedmice.com] She works with people to establish a presence on the web. E-mail her at: dee@usedmice.com.



ONE MINUTE IDEAS

Manage By Walking Around

Answer one employees e-mail message a day with a personal trip to their office or desk. This is a good way to find out (first hand) what is going on within their department.

Be A Troubleshooter

When you run into a problem at work, try to think of two or three possible solutions before you take the problem to your boss. This will show that you are a problem solver and a thinker.

Web Site Of The Month

The Access to Archival Databases (AAD) System gives you online access to a selection of nearly 50 million historic electronic records created by more than 20 federal agencies on a wide range of topics; the ability to search for records with the specific information that you seek; and important contextual information to help you understand the records better, including code lists, explanatory notes from NARA archivists, and for some series or files in AAD, related documents.

Check it out at:

<http://www.archives.gov/aad/>



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4. Remember personal details.

Take time to get to know your staff, who they are, who is important in their lives, etc. Be interested in them as people, not just as workers.

5. Don't hide behind your position.

Be human and friendly with your staff - that way you will all be able to support and encourage each other when things are tough.

6. Be approachable.

Allow your staff to feel that they can come and talk to you about sensitive issues, about inside- and outside-work difficulties, and that you will respect them, and not hold what they share against them.



7. Admit your mistakes.

If you get it wrong, say so. Managers don't have to be infallible! Your staff will respect you more if you are able to admit your mistakes, and then set about sorting out a solution.

8. Listen in such a way that your employees will talk to you.

Often people feel afraid of, or intimidated by, management. Make sure you show people that you are willing to listen to what they have to say, that they are important and worthy of your time.

9. Be clear in your requests.

It is your responsibility to ensure that people understand your requests – so communicate clearly, and ask if people have understood what you are asking for.

10. Treat everyone respectfully and courteously at all times.

Particularly when there is a problem! Everyone who works for you is a valuable human being who deserves respect. A manager is only as good as how she or he treats the people on her or his team.

By Aboodi Shaby, Internationally known coach, who can be reached at aboodi@wonderful-life.com, or visited on the web at www.wonderful-life.com
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*John O'Sullivan is the founder of [Aberfoyle Associates](http://www.aberfoyleus.com), a company that brings simple, common sense, practical solutions to organizations, large and small. His company provides Coaching and Consulting Services to companies nationwide and is dedicated to helping his clients simply get things done. In the final analysis, it is **RESULTS** that count; achieve yours now! Call or e-mail for your **FREE** consultation. (info@aberfoyleus.com)*



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