

How to be a great manager and get the maximum out of each employee!

Jerry Osteryoung



Why is management so dang important

- ◆ Staff spend so much more time with you than their family.
- ◆ Staff rely on you to get them the resources to get the job done.
- ◆ They trust you to look out for them.
- ◆ In my opinion, management is a very high calling

What is a good manager??

- ◆ Respects employees
- ◆ Is a aware of how they are doing??
- ◆ Understands what makes the employee tick!
- ◆ Makes the employees feel as if they are part of the team(ways to build up trust)
- ◆ Makes the workplace FUN
- ◆ Let's their expectations be known
- ◆ Be a great role model
- ◆ Inspect what you Expect
- ◆ Understands how their role fits into the big picture

What do employees want??

- ◆ Feel respected
- ◆ Treated fairly
- ◆ Not embarrassed
- ◆ Chance for advancement
- ◆ Listened to
- ◆ Rewarded for a good job-paid well
- ◆ Being a member of a team

Secret of management!

- ◆ Understand and motivate every employee so they feel good about what they are doing

What are the characteristics of a great employee

- ◆ Motivated
- ◆ High Character
- ◆ People driven

Why do great employees leave businesses?

- ◆ Money?
- ◆ Window Office?
- ◆ Perks?
- ◆ Poor Management



Change Exercise!!

Teamwork

- ◆ We all have a inherent nature to belong to something bigger than we are!
- ◆ The outcome of the group is so much better than the role of individuals!
- ◆ To bring out the diverse and unique attributes of each individual!
- ◆ Learn to work with each other!

Empowerment

- ◆ Help in decision making
- ◆ Examples
- ◆ Benefits

Listen to your workers

- ◆ You need to listen to them as this communicates care.
- ◆ Listening is where new ideas come from.
- ◆ Suggestions boxes
- ◆ This is so, so, so important

Praise your workers

- ◆ Employees want to meet your expectations
- ◆ Much more important than raises
- ◆ Evaluate more than once a year
- ◆ Evaluations -360 degree

Each employee is so different

- ◆ Figure out what each employee really, really needs
- ◆ Employees are not clones of you.
- ◆ Adjust your management style to the employees

Communications

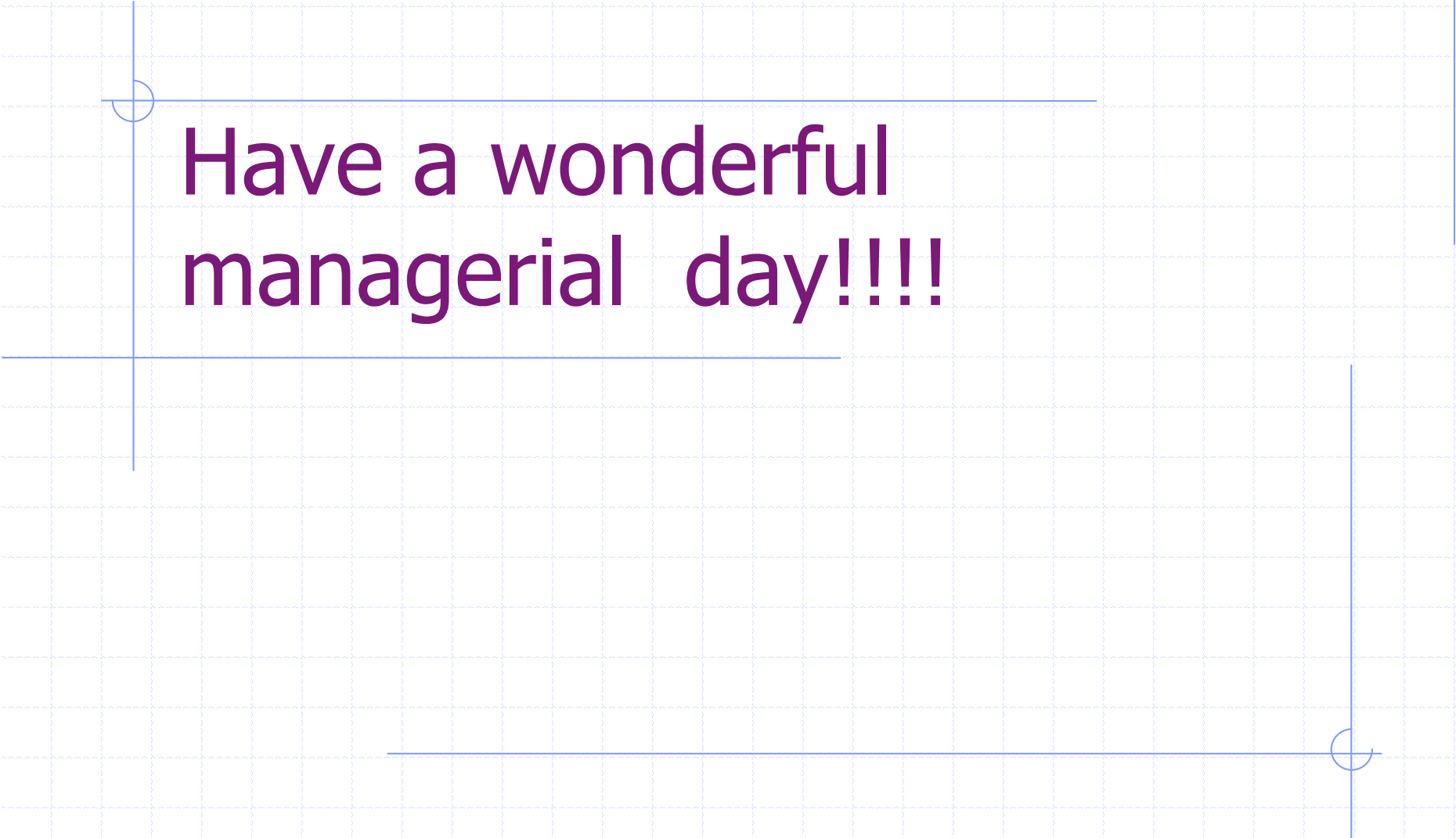
- ◆ Why is communications so important?
- ◆ Do people hear what you say?
- ◆ A manager's job is to communicate and more communicate
- ◆ Be careful of the words you use!

How to deal with a problem employee

- ◆ Decide what needs to be corrected
- ◆ Sit down with the employee and tell them of your concern! The sooner the better.
- ◆ Develop a plan of action with a timeline.
- ◆ At the end of the time period, decide whether to keep the employee or not.
- ◆ Never feel hostage to an employee.
- ◆ Life is too short to work with miserable people or miserable customers.

How to maximize employee effort

- ◆ Get great employees
- ◆ Have even greater managers
- ◆ Treat your employees as if they were your clients or family
- ◆ Develop a strong sense of “team”
- ◆ Communications
- ◆ Commit to learning more about management



Have a wonderful
managerial day!!!!