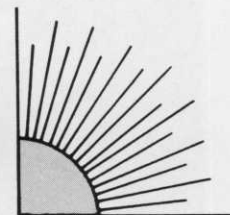


South Florida Sunshine



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The Professional Attitude

A responsible, organized, caring manager of people will reflect a winning attitude. It will show in the way responsibility is handled, how the daily task of record keeping is controlled, and the attitude of the manager toward all employees.

Let's take a closer look at the following three points of a Professional Attitude:

1. Being Responsible
2. Organization
3. Caring

1. BEING RESPONSIBLE

We all want the freedom to control our own destiny. In the work place freedom cannot be separated from responsibility. The more responsible a person is for their actions, the more freedom they obtain. Many times people want freedom to do things their way, but don't want to take responsibility for their actions.

Being a leader means helping your people understand there are responsibilities that go with basic freedoms. These are work, commitment, fairness, and consideration of others. We all have a responsibility to follow the basic rules of the company or organization. In no company can a person have unlimited freedom without responsibility. People must be willing to take complete responsibility for their work and the results of it.

As a manager you have the same freedoms and responsibilities as your people. But along with these freedoms comes the total responsibility for what happens. The heaviest responsibility falls on your shoulders as well as the best rewards.

Accept blame for mistakes and don't make excuses. The only thing you accomplish when you make excuses is to lose the respect of your people. When you make a mistake, take responsibility for it, and do what it takes to make sure it's not repeated again. Only when you are able to do that can you expect to ask the same standards of responsibility from your people.

2. ORGANIZATION

Haphazard management gives a feeling of uneasiness and insecurity to an employee. During the hiring inter-

view, give your new employee a one or two page list of your department Rules and Regulations. This should be a neatly typed copy giving the employee most of the criteria that regulates the work day plus the company policy and benefits, such as insurance, paid holidays, etc. Next, maintain basic daily schedules, such as job assignments. Use charts and graphs when needed for clarity. Take an inventory periodically for order and accountability. Daily logs are used for recording gasoline dispersment, checking tools in and out, etc. These written procedures not only tell you where you are, but, show your people an orderly, responsible operation (which they can be proud of).

3. CARING

Keep a positive attitude. Look at your position as your favorite project. Your enthusiasm will be carried over to everyone you deal with. Also, you can let your people know that you expect them to work on a positive attitude.

Give praise and recognition. Concentrate on people's strengths and not their weaknesses. Correct their mistakes, but, put emphasis on their good points. People love recognition. They love it even more when it's given in front of other people. To the people listening, it's motivation to do what it take to get praise for themselves.

If you must criticize an employee, be very careful. Probably, the best criticism is simply the lack of praise. When you show a person a better way to do something and stay on a positive mode, you have politely given criticism. And, the person will accept the criticism as a form of teaching and try to gain your praise.

Believe in your people. You have chosen these people to be working with you, and you should believe in them, just as you believe in yourself. Each person reflects not only their training, but the belief you have in them. And, they will respond with a like belief in you.

So, the Professional Attitude that a manager carries in every day work life will most surely be the measure that will mark him or her as a great manager or just mediocre. There is an old saying "What you see is what you get," but in Professional Attitude we must say "What they see is what you get." ■