

Improve Your Supervising And Leadership Skills

Expect others to succeed. It becomes a self-fulfilling prophecy when you believe others are loyal, dedicated, and doing a good job.

Manage by exception. When things are going well, be sure to show your support and appreciation, yet leave things alone. Step in to help only when a problem occurs.

Make quality issues an obsession. Always strive for the best work you can possibly produce and encourage others to do the same.

Send thank you notes and personal memos to show your appreciation.

Never ignore the concerns of others. What seems trivial to you could be of great importance to them.

Make it a personal rule and a challenge to respond to others within 24 hours of a request, if not sooner.

Place key ideas on small posters to hang around the office.

Encourage employees to come up with new ideas and ways of doing things. Give them credit and recognition for the idea.

Do not criticize employees in front of others. Carry out all discussions of this nature in private.

Commit to deadlines, and ask others when you can expect things from them.

Be persistent and follow up.

Keep a list of employees' birthdays, marriage and work anniversaries, and other special dates, and provide recognition on these dates.

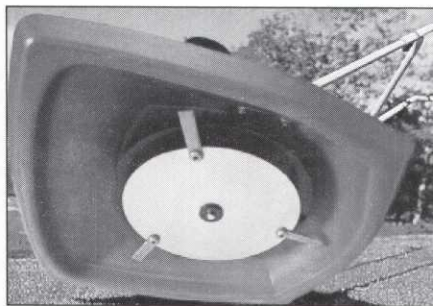
Catch people doing things right and then let them know they are doing a good job.

Reward people for the results they produce. In many cases, rewards equal motivation.

Give employees an opportunity to speak their opinions and suggestions without fear of ridicule or reprisal.

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