

HOW TO BECOME AN EFFECTIVE MANAGER

- 1. Don't hide behind email.** Granted- email is a convenient and quick way to disseminate information. But, it is definitely impersonal. Spend more time managing by walking around. Get to know your employees. Find out what they're involved in. Let them know that you appreciate their efforts.
- 2. Give your staff enough information so they can see 'the big picture.'** When employees don't have enough information to understand why certain things are happening a certain way, they will fill in the gaps- usually with wrong information. Let your employees know what matters most to you and the organization, and what you're trying to accomplish.
- 3. Be aware of and take steps to help employees during times of need.** Remember that your employees are people, not machines. Machines don't have emotions, but people definitely do. If your employee is in crisis, take the time needed to help in any way possible. Not only is this the right thing to do, but it will engender their loyalty for years to come.
- 4. Treat employees fairly and respectfully.** This has everything to do with trust. If your employees know they can trust you, they will move 'heaven and earth' to get the job done. Also, take sufficient time to assimilate new hires into the company culture, which will increase retention.
- 5. Challenge and develop your employees.** Invest in your employees. Get to know what their vocational goals are. A bored employee will eventually move on to a more challenging job. Employee retention isn't really all about the money, but it is your responsibility to make sure your employees are satisfied.
- 6. Be question-friendly.** Don't think of employees' questions as an interruption. Questions signal interest. An employee who has stopped asking questions is on the way to becoming a disengaged employee. The next time an employee questions you about the rules, stop yourself before saying, "*it can't be done.*"

7. **Don't tell employees what to do- listen to what they want to do.** If you spend more time listening and less time talking, your employees will tell you what they need. In addition, if they feel heard by you, they will be more open to listening when you do tell them to do something.
8. **Don't interrogate employees- investigate.** When you need to deal with a problem situation, ask your employee to tell you what happened from his or her perspective. Then, address any problem issues directly with your employee.
9. **Be family friendly.** Employees' families should be their first priority and they need to time to live their lives. If you recognize this and validate your employee's concerns, you can then work together to find creative ways to provide needed balance.
10. **If you don't feel heartfelt gratitude and appreciation for each member of your team and the role they play, you are the problem!**

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