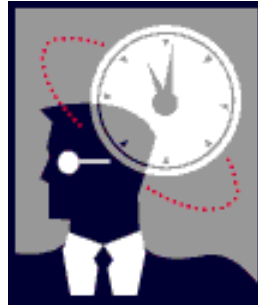


One Minute Management Techniques



HP World 2001 – Chicago Illinois – Booth 931



Craig L. Solomon

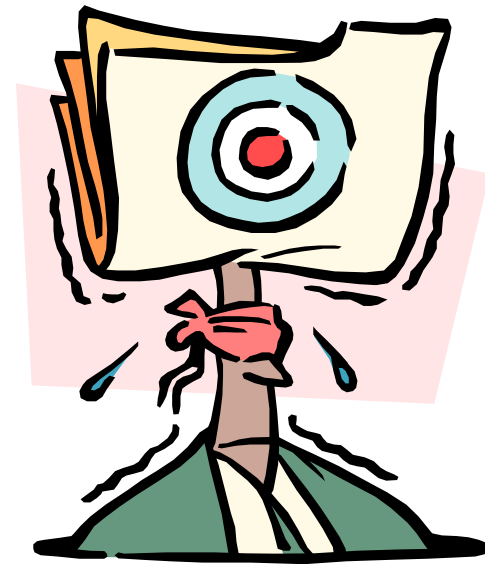
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Manage

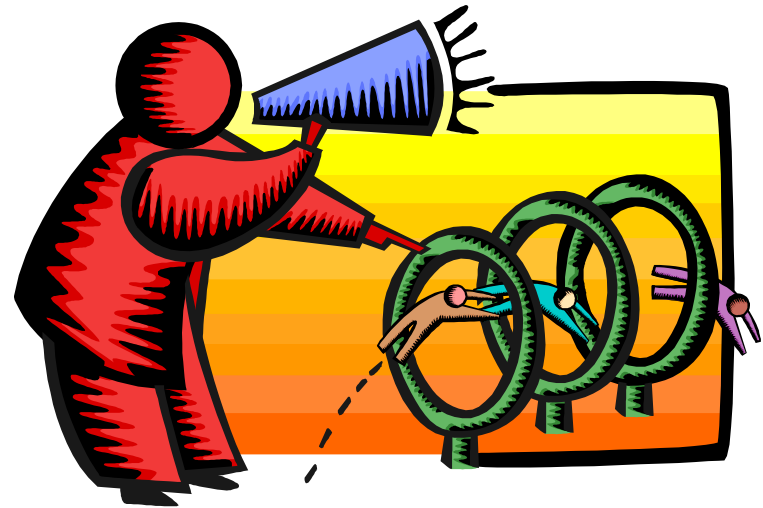
You Will Learn

- Simplify Your Life
- Increase Productivity
- Reduce Stress Levels
- Peace of Mind



What Kind Of Manager Are You?

- Autocratic Boss?
 - Micromanage
 - Rigid & demanding
 - Decision maker
- Democratic Boss?
 - Friendly with staff
 - Supportive & humanistic
 - Trusting & nurturing



Effective Managers

- Effective managers, manage themselves and the people they work with so that both the people and the organization profit from their presence.



How Do You Feel?

- Question – When is it that you work the best?
- Answer – When you feel good about your job and about yourself.

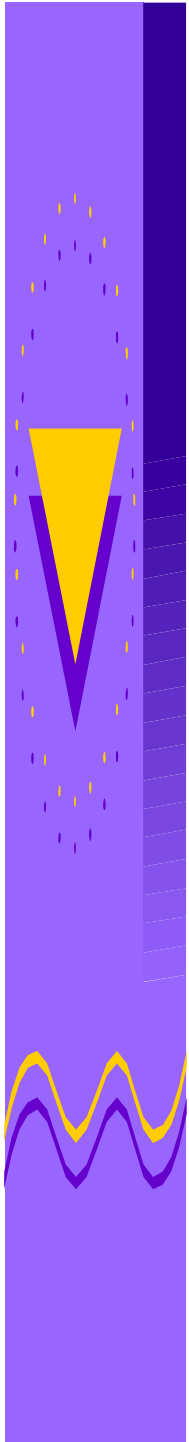
People that feel good about themselves, work better, work smarter and are more productive and produce better results.

Is Your Job A Coincidence?

- Questions

- Are you doing your job?
- Does your boss know you are doing your job?
- Are your employees doing their job?
- Does your boss know your employees are doing their job?
- Do you know what your job is and better yet, is it the job you are supposed to be doing?

One Minute Goals





One Minute Goals

- Goals should be printed and kept for review.
- Goals should not exceed one page – no more than 250 words.
- Goals should be clear and concise.
- 80/20 Rule – 80% of your results will come from 20% of your goals.

Solving Problems

- Problems should be explored in definable measurable terms.
- If you can't explain what you would like to happen, then you don't have a problem. You are just complaining.
- A problem only exists if there is a difference between what is actually happening and what you desire to be happening.



Employees are hired to do their job!

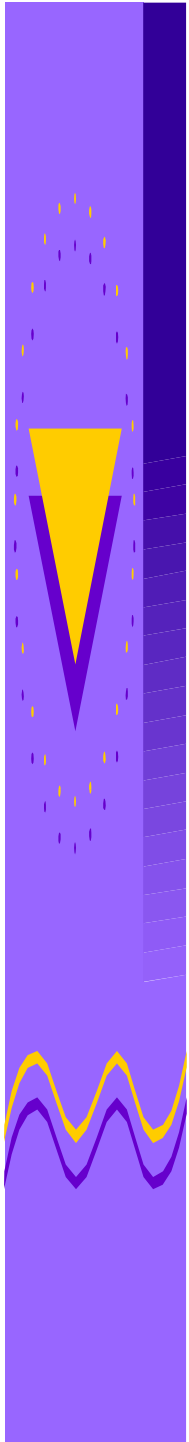
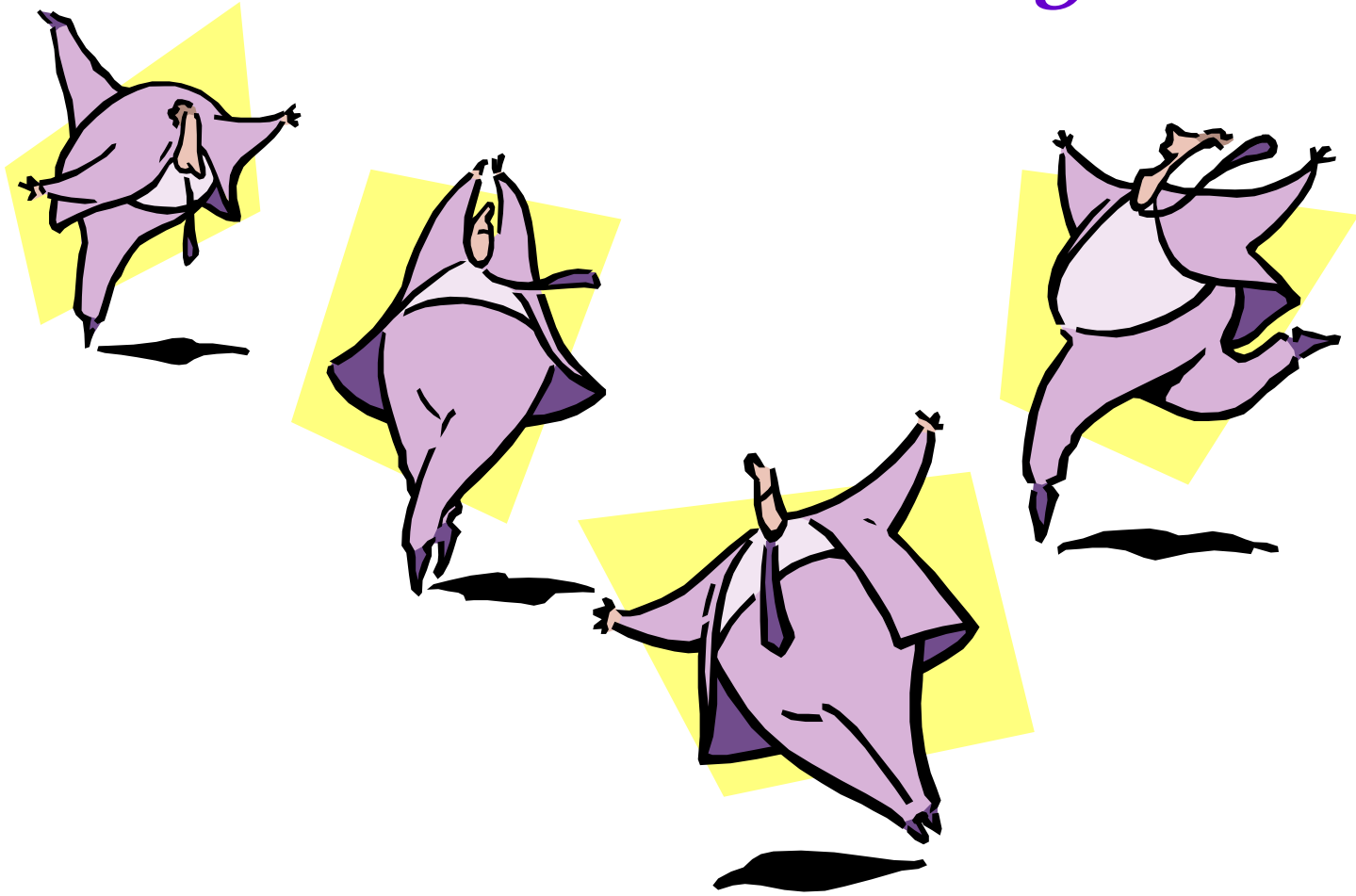
- Why bother hiring someone to do a job if you plan on doing the job for them.
- Teach employees to solve their own problems, give them the questions and methodologies in order to solve day to day problems and issues.
- Confirm your faith in their ability.



One Minute Goals - Reviewed

- Agree on goals.
- Write out goals on a single sheet of paper, not to exceed 250 words.
- Read and re-read each goal.
- Check your performance daily
- Make sure your behavior matches your goal.

One Minute Praising



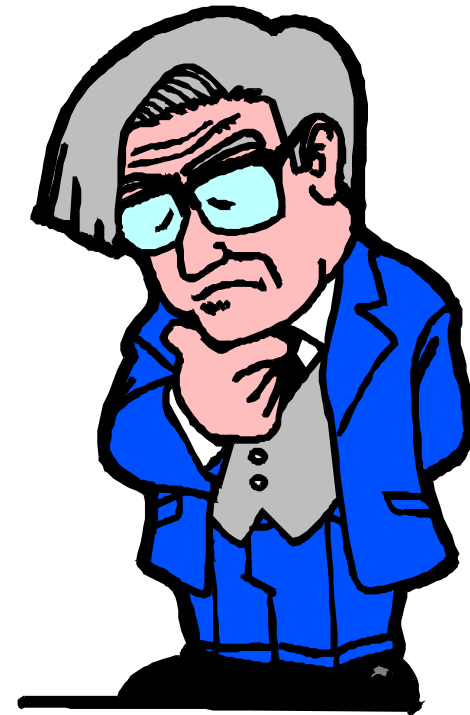
Communicate Clearly!

- Make clear in no uncertain terms when someone is doing well and when someone is doing poorly.
- People will go so far for money, however will go the extra mile for praise and recognition.



Management Style!

- Most managers do not manage this way.
- Employees may not know how to respond to such direct treatment.





One Minute Praise

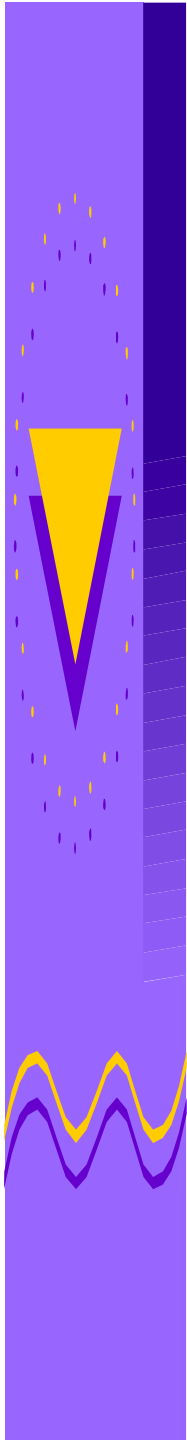
- Help people reach their full potential, catch them doing something right.
- Give them brief but sincere praise.
- Reinforce their abilities.
- Use contact to reinforce your confidence.
- Employees will learn to praise themselves and continue to reinforce your confidence.



One Minute Praise Reviewed

- Tell people up front that you are going to tell them how they are doing.
- Praise people quickly after catching them doing something right.
- Be specific in your praise.
- Shake hands or touch people in a way to show your support and what they are doing for the team and organization.

One Minute Reprimand





When, Why ...

- Reprimand only immediately after becoming aware of a problem / issue that requires a reprimand.
- Reprimand only if you have actual knowledge of an issue. Never rely on third party information.
- Always reprimand one-on-one and never in the presence of other employees.

... & How

- Sit with the person, not across and please don't make the person feel inferior.
- Look the person right in the eye and express not only what they did wrong, but how you feel.
- Reprimand the action and not the person. Show your trust in the person and that you have respect for them and the ability.

... & How

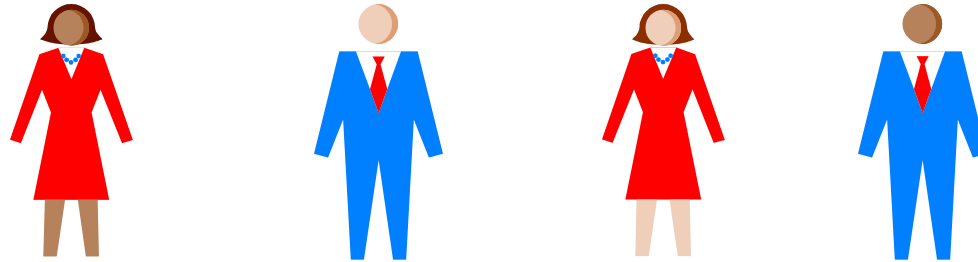
- Have the person being reprimanded agree that there will not be a repeat of the same problem.
- Reinforce your faith in the employees ability. Make sure they know you are on top of things.
- End on a positive note.



One Minute Reprimand - Reviewed

- Tell people before hand that you will in no uncertain terms tell them how they are doing.
 - Reprimand people immediately.
 - Tell them what they did specifically wrong.
-
- Shake hands, touch shoulder, let them know you are honestly on their side.
 - Reaffirm that you value them as a person and employee but not their performance or actions
 - When the reprimand is over it is over.

*The best time you will spend is the
time you spend investing in people!*



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