



## Everyday Management Do's and Don'ts

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### There's nothing new

- But there are some things old we don't know, and
- There are some things old that we know and aren't doing

### It's a New Day for Managers

- A manager's behavioral issues, not their technical skills, are what separate the great from the near great
- The first step to change is recognizing this as fact AND wanting to change

### Knowing this...The Big Question is

- Am I willing at this time to make the required investment to make a positive difference on my
  - leadership skills, traits and behavior gaps that are currently holding me and my organization back

### Think About...Who Am I as Manager?

#### Am I Really Motivating?

- Do you...
  - Radiate positivity?
  - Motivate both individuals and team?
  - Know what makes your employees tick?
  - Allow for work-life balance?
  - Have an open door and truly listen?
  - Give employees the opportunity to lead, be autonomous, and sometimes fail?
  - Laugh and have fun?

#### General Supervision Do's

- Do
  - Set the stage for employee success
  - Define clear, realistic job expectations
  - Manage to those expectations
  - Create an open and honest work environment
  - Be trusting and trustworthy
  - Offer growth and development opportunities
  - Celebrate individuals, team, milestones

#### Communication Do's and Don'ts

- Do
  - Define your managerial communication style
  - Set overall communication objectives and requirements
  - Guarantee open, timely communication
  - Always communicate clearly
  - Ask your team "how well am I communicating?"
  - Hold yourself accountable
- Don't
  - Wing it
  - Tell 'em one thing and do another
  - Be inconsistent
  - Surprise them
  - Withhold information
  - Forget to listen, be playful, make it two-way, and be respectful



## Culture Do's and Don'ts

- Do
  - Define in writing clear cultural expectations and values
  - Share and discuss culture
  - Hold employees at all levels accountable for a positive culture
  - Be authentic
  - True to the mission
  - Encourage across-team work
- Don't
  - Tolerate behavior that contradicts your culture
  - Allow harassment, bullying, discrimination at any level
  - Think this is unimportant to employee satisfaction, productivity, and the bottom line

## Employment Do's

- Be a brilliant interviewer
  - Study the candidate's background before the interview
  - Be on time and prepared
  - Do a great, enticing phone interview
  - Show your authentic excitement about the candidate and the company
  - Be excited about their job and yours
  - Ask meaningful questions
  - Truly focus on their experience
  - Show that you're a manager they want to work for
  - Know and describe your leadership style and expectations
  - Share and display your leadership style throughout the interview
  - Follow up and follow through

## Employment Don'ts

- If you don't want to hire the candidate
  - Be late, rude, inattentive, distracted, uninterested, uninteresting, boring, grumpy, rushed,...
  - After the interview: keep them hanging
  - Extend an unenthusiastic job offer
  - Pay them less than what they're currently making (when you can afford more)
  - Complain about the company, your job, your boss, the team, the benefits, the pay

## Selection Do's and Don'ts

- Do
  - Set clear hiring criteria
    - ✓ What % of the hiring criteria do your new hires meet?
  - Hire the best to keep the best
    - ✓ Keep good employees by hiring quality employees
  - Encourage diversity
    - ✓ Hire a variety of different people to build a better team
- Don't
  - Settle for second best
  - Create pay inequity
    - ✓ Pay new employees more than the employees who are training them without planning for internal equity adjustments

## Orientation, Onboarding and Training Do's and Don'ts

- Do
  - Create a welcoming orientation and longer-term onboarding programs that set employees up for success
  - Truly assimilate new employees
  - Always offer lots of opportunities to learn and develop
  - Customize training for individual employees
- Don't
  - Bore employees to tears during orientation
  - Eliminate the training budget
  - Forget that starting employees correctly is an important retention tool

## Feedback Do's and Don'ts

- Do
    - Regularly scheduled feedback meetings
      - ✓ Weekly / monthly
    - Honest, timely, real,...
  - Don't
    - Wait until the message is meaningless
    - Conduct late reviews
    - Give negative feedback in public
- Meaningful appraisal tool
  - No Surprises!
  - Give lots of positives

## Do: Keep the Keepers

- Create a retention action plan
    - What are you proactively doing to keep the keepers?
  - Always make employees feel like they're an important asset to the organization
  - Conduct "stay" interviews
    - Why did you join us?
    - Why do you stay?
    - Why do good people leave?
- Why might you leave?
  - What should we change/enhance?

## Sometimes We Have to Release Our...

- Employees
  - Non-performing
  - Not capable
  - Not in alignment with our objectives and expectations
- Managers / Leaders
  - Non-performing
  - Not capable
  - Not in alignment with our objectives and expectations

## Other Don'ts

- Don't
  - Speak when angry
  - Be negative
  - Wrongfully take credit
  - Micromanage unnecessarily
  - Ask for more than you give
- Fail to develop and delegate to others
- Over-promise and under-deliver
- Forget that your job is to engage and retain top talent

## Management Do's: Start Today

- In 3-5 words, what can you do today to be a more effective manager?
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## Management Do's and Don'ts Action Plan

Ratings: 1 – Not in place 2 – Needs work 3 – Working nicely

Categories	Current Rating			Brainstorm Action Plan
Motivation	1	2	3	
General Supervision Techniques	1	2	3	
Communication	1	2	3	
Culture	1	2	3	
Employment	1	2	3	
Orientation/Training	1	2	3	
Feedback	1	2	3	
Other Ideas to Implement				



**HUMAN RESOURCE STRATEGIES**

***Executive Advisor***

- Your sounding board to provide strategic guidance to CEO, CFO, Senior Management and HR Leaders regarding employees, human resources, organization design and related operations
- HR Mastery Groups – Facilitated monthly HR development meetings

***HR Operations***

- Serve as the on-going HR partner on your leadership team
- Design and refine your HR department and its administrative practices
- Teach your team the “how-to” of HR operations
- Create/update personnel files, administrative practices, compliance, employment tools, etc. to enhance and streamline efficiencies

***Everyday HR Solutions***

- Provide on-going HRxpress™ hotline services
- Advise managers on employee relations, development and selection, corrective action, unemployment, exiting and more

**HR TOOLS**

***Employee Handbooks***

- Develop practical, understandable, usable handbooks and policies
- Audit, edit and rewrite current handbooks

***Job Descriptions***

- Audit, write and update ADA compliant job descriptions

***Performance Tools***

- Customize performance appraisal tools and processes

**HR AUDITS**

***HR Practice and Compliance Audits***

- Expert review and audit of your HR practices, written materials, files, tools, etc. and for legal compliance and practical application, including solutions and priorities for achieving the best practices for your HR operation.

**HR SERVICES**

***Help You Hire***

- Define job, write and place ads, screen resumes, conduct telephone and live interviews, script interview questionnaires, perform reference checks, create offer and rejection letters

***Help You Manage***

- Let HRx handle your day-to-day employee relations functions with timely problem solving, management coaching, employee culture assessments, and other team building efforts

**TRAINING, SEMINARS and KEYNOTES**

***Management***

- Leadership, Employee Engagement and Retention, Supervising Smart, Interviewing, Performance Management, Team Building, Harassment, Conflict Resolution, Buddy to Boss, Workplace Culture and other topic areas

***Business / Motivation***

- Creating an Engaging Culture, Finding Your Voice, Personnel Parodies