

TOP FIVE THINGS THAT CAN HELP YOU BE A GOOD MANAGER/SUPERVISOR

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NEEDED MANAGERIAL SKILLS

UPPER MANAGEMENT		CONCEPTUAL
MIDDLE MANAGEMENT	HUMAN	
LOWER LEVEL		TECHNICAL

NUMBER 5

- **HIRE** the Best People and **TRAIN** Them Well

Realistic job previews, give people an idea of how long it might take to achieve a certain level of performance

NUMBER 4

- Have **CLEAR EXPECTATIONS**

Job descriptions showing what level of performance is expected

NUMBER 3

- **Set GOALS**

Set goals for yourself and for the department and encourage everyone to do the same for themselves. Challenging yet attainable goals, to which you and the employees are committed.

NUMBER 2

● COMMUNICATE

Use descriptive communication, problem-oriented

- describe objectively the event

- focus on behavior and your reaction

- focus on solutions

Use active listening

DESCRIPTIVE, NOT EVALUATIVE

Step 1 – Describe objectively the event, behavior, or circumstances: avoid accusations; present data or evidence

Step 2 – Focus on behavior and your reaction, not attributes of the person: describe your reactions and feelings; describe objective consequences

Step 3 – Focus on solutions: avoid discussing who's right or wrong; suggest an acceptable alternative; be open to other alternatives

NUMBER 1

- Give **FEEDBACK**

Let people know how they are doing all the way along. Don't let issues become problems. Give both positive and constructive feedback, so people don't only hear from you when there is something wrong.

NUMBER 1

- Have **FUN!!**

Praise, incentives, bonuses