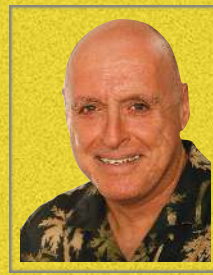


THE EXTRA POINT

BY JERRY ROBERTS



494 How the World's Best Managers Build People – Part 2

Do the world's best managers operate differently from the rest? Yesterday we gave three ways that great managers improve relationships with workers and performance. I'm Jerry Roberts and today, we go after three more ways to make a difference. That's coming up next on The Extra Point.

The Gallup Organization's extensive research yielded what top flight managers do to increase engagement, build relationships and teams. We gave three of their solutions yesterday. Here they are:

1. Connect every person's job to a legitimate purpose. People need to know why their job matters.
2. Dig for their opinions on how to do the work. This shows your confidence in the worker and you're building a team of people who can think for themselves.
3. Make a commitment to have one meaningful conversation each week with each member of your team.

If you do just those three things you'll be far ahead of the majority of managers. Those three concepts can propel you and your team forward. Now let's add some extra fuel to the mix.

4. What motivates each worker and can you tap into that? Everybody is different and all of us possess an inner switch, that when flipped to the "on" position drives us to give our best. A great manager knows each worker well and identifies that switch. Do we seek prestige? Do we need to master new skills? Is beating the competition what we're after? What do we like? What do we dislike?

Whatever it is that powers our inner drive is what that manager is aiming for, plus finding work that matches up with it. If you want to be the manager who does this incredibly well, you have to care about your employees as real people with real needs and desires.

5. Master the art of praise and recognition. Most workers don't get nearly enough. This gets back to the first thing mentioned, to connect every person's job to a legitimate purpose and tell them why their job matters. If you as the manager don't really value someone's work, will they be able to value it?

Praise isn't hard but so many managers struggle with it. That's why our course, Recognition, Praise & Motivation is always such a hit with companies, because people finally understand it and feel free to do it.

6. Make worker development your number one job. Who are our future leaders going to be? We're growing and will need more talent to step up. I need to identify, develop, and prepare to promote the people who will help drive our future. It's said that bad managers focus on the past, average managers focus on the present, and the best managers have their sites set on the future.

Six ideas from Gallup that are designed to put you at the top of your management game. None of this is rocket science and it doesn't require an advanced degree, but none of this is magic, either. It takes effort, observing, measuring, testing, correcting, and learning from mistakes. The bottom line is this: if you want to be a great manager this is your simple recipe. Download Extra Points #493 and 494 at guamtraining.com. If you do nothing more than what we've discussed the past two days. I'm sure you'll see positive results.

That's The Extra Point. Get out there and make something good happen today. For 93.3 and the Ray Gibson Show, I'm Jerry Roberts.

###

For information on training and consulting services from Jerry Roberts, please click this link: guamtraining.com

THE POINT
93.3 FM / 1350 AM / 104.3 FM HD-3

GUAM TRAINING