

Manager's Daily Guide

1. Write thank-you notes.
2. Stand behind people in times of stress and crisis.
3. Empower; teach and mentor.
4. Praise in public. Criticize in private.
5. Remember, friends come and go, but enemies accumulate.
6. Be decisive. Avoid the ready, aim, aim, aim syndrome.
7. Maintain an optimistic outlook.
8. Invest in the development of your staff.
9. Schedule time to think and plan.
10. Listen.
11. Know your values live them.
12. Celebrate the personal and professional accomplishments of your staff.
13. Keep promises. Don't promise more than you can deliver.
14. Say, "I don't know" when you don't.
15. Be a positive role model...confident and competent.
16. Do not tolerate discrimination or harassment of any kind.
17. You don't get a second chance to make a first impression.
18. Build on employee strengths.
19. Recognize the "reality" that perception is often the only reality.
20. Tell the truth, even if it hurts.
21. Find someone who will tell you the truth.
22. Facts are your friends - do your homework.
23. Build pride in people and place.
24. Tolerate ambiguity.
25. Define success - write it down.
26. Pat yourself on the back.
27. Be decisive-take a stand.
28. Be inspirational by example -walk the walk.
29. Encourage staff to be honest- don't shoot the messenger.
30. Resolve conflict.
31. Take on challenges - the big visible ones.
32. Get it done.
33. Understand the environment and stakeholders.
34. Show people the progress they are making and the value of their contribution.