

## "Dare to be....and be the manager your employees need"

The biggest problem business owners report to me (by far) is that they are frustrated with the lack of accountability in their organisations. In other words, things are still not getting done on time, or to the level required.

In the book "It's Okay to Be the Boss: The Step-by-Step Guide to Becoming the Manager Your Employees Need." The author claims that "under-management" is now the problem. Leaders have forgotten how to manage.

Here's some of the key lessons from the book with a few of my own thrown in for good measure: (You can also review some additional ideas in a previous blog of mine: "[Dare to be....and hold people to account](#)" by clicking here)

### **Have a plan and make sure everyone knows what is expected of them.**

People need to see how their own Goals and Tasks relate to the overall company strategy. They also need to know how their performance will be measured. Click here to see my previous blog about [one page business plans](#) to help you create a plan that doesn't just gather dust but:

- Is flexible, easy to edit and revise.
- Enables you to track objectives, goals and targets.
- Is highly visual and improves communication of the business strategy to everyone in the company.
- Can be created in a few hours - no agonising over the time spent producing a document that is hardly ever referred to.
- Focuses on actions rather than the process of writing a document.

### **Make decisions.**

Your team needs to see that you have a firm handle on the issues and can make good and timely decisions. Making decisions is what you are paid to do. Choose and prioritise the key Projects that address the issues your team faces, and assign tasks accordingly.

### **Make performance visible.**

Every employee should know how they are performing, and whether or not they are doing a good job. Everyone should be able to see who is performing well, and who is struggling. It's called "radical transparency", and it's one of the keys to creating a high performance culture. Visibility without accountability is meaningless however, and this is where good managers must close the loop. You need still need to drive business execution and hold people accountable for results. Don't let a week go by without discussing performance with your team members, so they know exactly where they stand.

### **Celebrate success and praise.**

Praise and acknowledge people who are hitting their KPI numbers and getting their tasks done. If you are not careful, your top people can feel neglected and resentful if they are working hard for no recognition. Let people know when they are going a good job, each and every week.

### **Make the tough calls.**

Have the courage to pull the plug on Projects that are not delivering the expected results. Have the courage to confront people who are not pulling their weight. Yes we all want to be liked, but weak managers are not respected. Weak managers let small problems grow into big problems, when they should have been dealt with earlier. Weak managers let people off the hook, instead of holding them accountable for performance. **Failing to deal with under-performance is the NUMBER ONE regret of business leaders.** Don't let it be yours too. If someone is dragging the team down, you owe it to the rest of the team to do something about it. Now!

### **Things don't fix themselves.**

Those people who aren't making the grade need your support, mentoring, and training, and be given every chance to succeed. However, if you have honestly fulfilled your side of the bargain, and the person still cannot perform to the desired standard within a mutually agreed time frame, then you either need to find them a new role where they can perform, or you need to let them go. Don't procrastinate on this.

### **Take responsibility.**

As a manager, it is your responsibility to proactively support and coach your team to keep Projects and Tasks moving forward each and every week, and to make sure everyone is hitting their KPI numbers.

### **Employ great people not "they'll do" people.**

Jim Collins in Good to Great identified that the most important decisions that business people make are not WHAT decisions but WHO decisions. WHAT refers to your strategies, your products, services and processes. It's people (the WHO) who decide the what. Without the people, there is no what.

"Your success as a manager is simply the result of how good you are at hiring the people around you." Click here to find out more about recruiting the best people using a methodology that has 4 Parts which if conducted systematically purports to have a 90% success rate!

### **Finally**

As a manager you only succeed when your team succeeds. You praise the team when the team succeeds. But you alone take responsibility when the team fails.

Yes, being a manager is a tough job. Someone needs to do it. Are you up to it?

Or could you use a "sounding board" to help make things better?..... in that case ring me now on 07768 290694 and we can discuss how I can help your business.