Micro Manage will rapidly hurt rapport and team culture

You are not competent…

I need to watch you…

You job is to focus on the outcome more than the process .

You focus on the what strive then to focus on how, you can make this happens to follow this three steps

1. Clarify instructions and expectations up front

The assign task from beginning the less from micromanagement

Be sure to ask the questions they clearly understand the question

1. Make a deal to check in

How long you will wait before give in to desire to check in the employee progress .(60% and 70% time pass to check in)

1. Change the nature of your check-ins

“Let me see the work ..” “is it done yet?...” instead of(are you good ,are you on track, is anything I can help with it)

You want to over control situations even you know expertise is very useful to employee ,it turn out give them a little more space and antony make them competent and confident which increase the quality of they work.

**Managing**

1. Learn their communication preferences,

**Maybe they love email or phone talk**

pay a attention to know them and use them, the more communicate and

manner with their nature preference, the better they will hear and process everything you trying to say.

1. Be very clear about their expectations for you performance

Don’t assure you in the same page, have need conversation to assure you both agreement about exactly what they expected, make that dialog ongoing ,

1. Understand your boss’s goal.
2. Perform above average,
3. Be your best advocate

Generally work on you long term goal

**Generations**

Veterans()

Boomers()

X-ers()

Millennials

1. Demand dialogue
2. Create coaches at each level
3. Consider shared goals
4. Be flexible

**Burn out**

**“I have no control”**

**“my work isn’t recognized”**

**“I have so much to do ” “I am exhausted”**

**Use this tips ensure you employee remain challenge but free from burn out**

1. Start talking(ask you team feeling what they say and what they react don assure they are ok or the follow part know the answer by having generally conversation regularly
2. Consider way to slow down(what projects or goals can be put on hold)
3. Be sure to provide support and resources (help you and you team stay connected ,use quick hellos voicemail an emails to share good news and keep the people in the loop)
4. Say thank you

In the terms of resources ,Ask yourself if you can find way to make them laungh or become more effcicent

You job is to lead the team and push everyone to new hights, you have to do it and without unnessary burnout

Following the tips and give the team boast need

**Leaning**

**Say “no”**

**When the request is not an emergency.**

**When you’re focused and making progress**

**Of course I will help you but not this time**

**Poor**

1. Pattern or one-time event?
2. How important is the performance?

Talk in private

Be positive

Be clear

1. Lack of ability or lack of motivation?

Solution, clarify consequences

Lack of ability(training or Coaching)

Lack of motivation(interpersonal support)

**Delievering**

1. Give helpful feedback

Only time boss is only offer what cause standard feedback

This feedback in only tell someone that did not meet next

Step expectation

(how they can perform differently and better)

1. Give specific feedback

Specificity,avoid fake statement or newwindow or anything

Create more guilty

Don’t tell someone you are unproductive in the meeting

Or they a little distraction in the meeting(only communication

and be specific,Bob today meeting you are interrupt people

more than 10 times, I am bet you are not even aware it,let

‘s talk about it ,ok)

1. Give positive feedback

Frame things positely as opptunitys not simple negative

evalutions ,you are not chest eyes someone, but generally

Help them.

1. Give feedback in a timely manner

**Culting**

**Hiring externally Vs Hiring internally**

1. Identify top talent

**You should focus on the leadership skill not technique skill**

**Good communication**

**Motivators**

**Make a good decisions**

**Handle conflict**

1. Collaborate and plan with future leaders

Diversification

Expanding the breadth of functional and technical tasks

Level of responsibility

Accelerate their level of authority

Prioritize retention of future leaders

**Networking**

1. Volunteer for service committees
2. Create a “brown bag” group
3. Find new lunch partners
4. Start a book club
5. Be a connector

**Politics**

Politic is not work is a game, it can be play be dirt just like other game, but it not inherited bad, in fact the reality is just opposite,organization

politics is normal logical and useful

if you try to stay out politics of you work, you career will suffer

1. Don’t avoid politics

To a specific leader The goal is not avoid politics at the offcie, the goal Is to understand how to engage the politics process basicly and

effectively

1. Ge the pulse

(chat with people in the cafeteria and hall)

1. Pick your battles

You can not win every argument, you can not have team support every last one position when making decisions, I want you know

You reputation as investment, you have smart where you spend you money, you can not put all eggs in one basket

1. Help others be successful

Find ways to Help others achieve the wins when they are chasing

(help other is just thing to do)

(support other increase the odd they will support you late)

**Retaining**

**Keep the to top talent**

**Study the case of failure**

**The pature highly valued employee to caused of tension or decease**

**In a high quality dialog**

1. Keep the communication open

**Enaging**

**1/4 of high potential employees are job searching**

**Create challenging assignments and responsibilities**

**Give recognition**

**Unstuck**

Don’t make assumptions

**Unstuck**

Not many years ago the leader role was dictated to give instruction in assent to tell people what to do ?

Things change fast success leader is all about colloaboration and parterner,today leader is more a coach than a addticator

1. Be great example
2. Asking probing questions

(employee comes to you with customer problem do not know how to solve it, you could dictated and answer it or you can say you can solve with rest of team if see any of this done with issue before)maybe you see what you options, you want to help employee

With answer they need while striving them at same time

1. Facilitate team improvement

Each performance period identify one or two team you wish to target

You only identify one or two quarter,maybe this quarter you focus reduce efficiency and meetings next quartet you pick interpersonal skills,saying give great feedback

1. Choose the right moments

**Apology**

**If y**ou don feel compile to offer some one apology at least once year, you are not push hard enough

Great performance requires difficult conversations

Give a sincere apology

Be specific and own the blame

**Fixin**

**Nobody is perfect,we are make mistake.**

**The things sperate the average employee or superstar is not who make mistake,who does ,the differents is who figure out how to fix thing fastest**

**Make mistake is normal**

1. Admit you mistake

Blame

Barely legitimate almost meaningless excuse.

You build team by fixing problem

1. Find the cause of the problem

**Frist(means when you meet someone new)**

1. Be on time and prepared
2. Maintain eye contact
3. Offer a firm handshake
4. Do not multitask

Body

Half of communication is from body language

Deviation from personal baseline(对于一个人的偏差)

Deviation from contextual norm

Chang agent not willing to say “what if?”

**Finding**

**Main Targets for innovation**

* Products
* Services
* Processes
* Technologies

**Raise(Ask a raise)**

**If you’re a strong performer you usually do not have to ask for raise**

Create an ongoing dialogoue about future raise

Bring up the topic,but do not ask for raise.

Define skills or milestones

**Working fun**

Let be honest we spend mass of our time in life at- work,do not you

Think we should try a litte fun,of course

As your leader the primary key is facilitate you team get you work done.

Positive emotions at work make you

* More motivated
* More productive
* More creative

Making fun of yourself

You job Is make yousellf a litte bit human and approachable that leads

better conversation and better decision making(one way to do this

is the self deprication, once while you should use pass mistake and learning moment to make yourself object sills and humorous cute,

it show up others you can lie up and lauague yourself and it is funny)

finding thing worth celebrating

Find things worth celebrating

* Completed milestones
* Promotions
* New clients
* Birthdays
* Marriages
* Birth of children

Each celebration only last seven minutes

Engage fun for the sake of fun

Life is short, we spend time at the office, when you become leader you never thing about creating fun experience was part of the job. Techniqually is not , but most of the effetivelly leader are short

Using of the time to helping the team to connect, not just the work

to be done, but as hunman using positive motion by having a litte fun

**helping people feel purpose in your work**

Many people nearly feel tolerate in their job, they know they have to work ,they feel the boss are basicly fari even know they are not love

What they do, they complains about they job.

You have singnificate power to help them to experience purpose

**Purpose**

A purpose means a positive sense of doing something that matters,

Add value ,and makes you feel good when done. Right team any job

can be filled with purpose.

Provide purpose by

* Thinking more flexibly about how to fit people into roles
* Maintain a dialogue with you employees
* (As needs change, people grow. you can sport occasionally opportunities to tweaks people role or some time to completely change their role, the better they skills they interesting match the work you give them ,the more they will naturally feel purpose in their work)
* Connecting people to outcomes they support

(Most of the job is about adding value at one point in long chain of

Jobs, eventually leads customer or clients )

The best communicator listen more than speak, why is so hard

for everyone to figure out

when you good listener you get more

* You understand other better
* You save time
* You build stronger relationships because people like heal when

they hurt

all the good communicator follow this roles

* Don’t multitask
* Use appropriate body language
* Take notes

When the people feel positive relationship they feel better

Performace,they show their loyati and commitment

High performance relationship embrace candor

Candor

* Open and frank dialogue
* Strong honest
* Being forthright(直率的)

Do the orngnization change too litte or too much, the answer is too

Much

Reason we take on change

Keeping up with competition, Adopting best practices

**Conversation**  
(change represents stress risk and extra work)

* Ask yourself do I really want to do this?
* Consider you odds, stick to the facts, find out where everyone stands
* Always offer solutions not merely problems

**Trust (trust is about what you do, not what you say)**

Building Trust

Integrity(Do what you say you ‘ll do)

Be helpful,

Get over yourself

Admit you mistakes

**Avoiding(Blame game)**

* **B**arely
* **L**egitimate
* **A**lmost
* **M**eaningless
* **E**xcuse

Check you emotions

**Failure**

The key to progress is choosing to learn from you mistakes

Nothing great is achieved without embracing the risks of

Leaning

**Creative(How many people say they are creative)**

Identify 1-2 routines and shake them up intentinallly

Decisions

Ask yourself” is the decision important or something that must get done”

Decision Making

Logical and systematic approach -20%

Intuition-base approach -80%

* **Gut feelings can be biased and based on past decisions**
* **User you head instead of quick intuition**
* **Don’t make decisions alone;use adevil’ advocate**

**Solutions**

Who has the power innovators or bureaucrats

Are there system-wide answers for simple, local problems?

When creating a new rule, eliminate another Rule

(you are looking for solution to problems not a new policy)

**Team**

Someone think is give the teable thing people you want like money maybe gift card, that two is overly simplistic

Motivation is about behaviors and relationships

* **Offer clarity in your performance expectations**
* **Always do what you say you will do**
* **Give you employees voice**
* **Consult with real people not human resources**

**Motivation is not get people money and thanks, is to understand things indivually and ingredtions of greate realtionship。**

* **Specific\_-**Clear,concrete,details
* **Mesureable -** Collect data to track progress
* **Aligned Goals-** work to support each other
* **Reachable-** Not too difficult
* **Time Bound** clear deadlines
* **Big**
* **Hairy**
* **Audacious**
* **Goal**

Every 2 or 3years, embrace a big hairy audacious

Goal

Choose one or two areas

Think long –term

Engage in a discussion

Brainstorming(multiply hand working together should have

more creative than Individual work alone)

Brainstorming rules

1. Focus on the idea production(the more idea the better

Capture each one of them then merge to the

group discussion

1. Piggyback on anyone’s idea
2. No evaluating
3. Measure against available criteria

(Brainstorming only work some times, Individuals working alone are often more creative than groups using brainstorming,

This cause by we have trouble switching between listening

And contributing, members become wallflowers,because

Team member fear negative evalution)

To fix this

1. Consider electronic brainstorming using like email don’t

Feel the risk or evalution.

1. Allow others to start the conversation,remember you   
   are not lead the conversation ,you will allow other to

Kick start the converstion

Change location