

2011 Fall ILASFAA Workshop

How Not To Manage Staff

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Management Training

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**“Great leaders are not born, they are made.
Which explains why so many have a screw loose.”**



Take Time To Recognize Efforts

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“If I walk past your desk without stopping to criticize your work, that counts as a compliment.”



Don't Be Afraid to Make the Decision

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**“It has come to my attention that the building is on fire.
Let’s bring in a consultant next week and see
what sort of action he recommends.”**



Don't Micromanage

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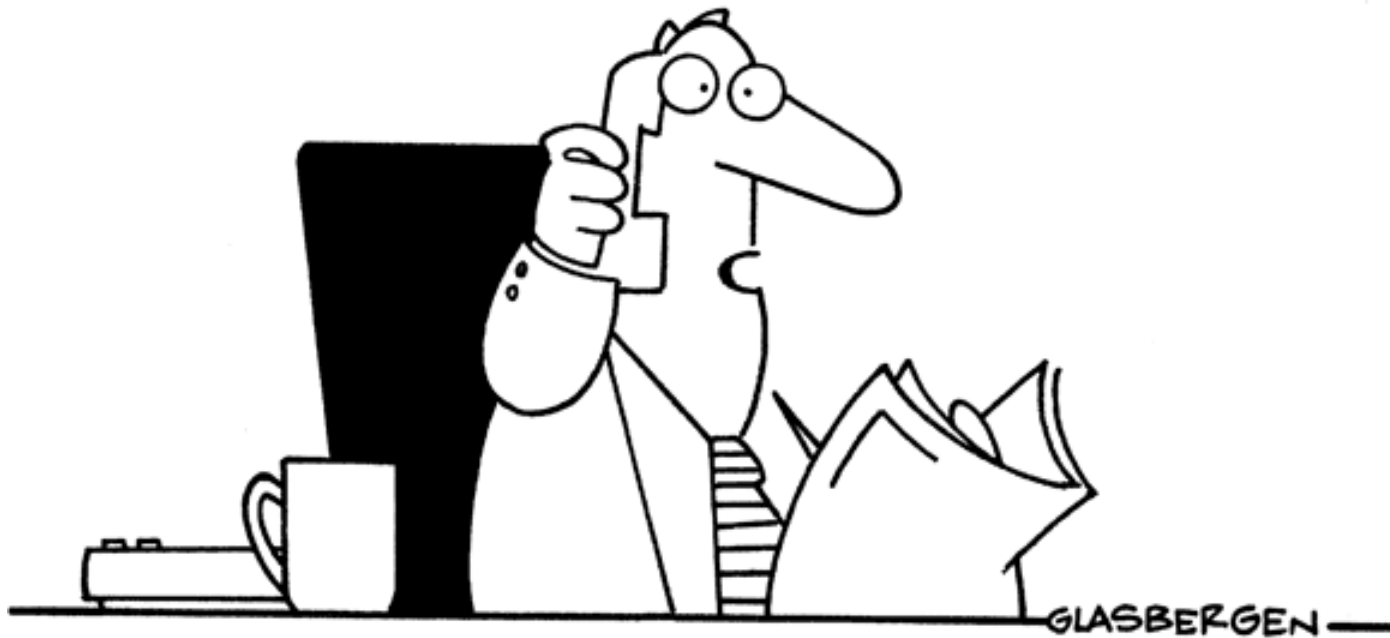


“I would like you to be more self-reliant, show more initiative, and take greater personal responsibility — but check with me first!”



Be Authentic

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**“I need something to motivate our employees.
Should I order the Warren Buffett Pez dispensers
or the Donald Trump comb and brush kits?”**



Spread The Wealth (or Pain)

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**“I don’t object to being called a ‘dependable workhorse’
but do you have to keep yelling ‘giddyup’ ?”**



Get Your Hands Dirty When Needed

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“I’m sending you to a seminar to help you work harder and be more productive.”



Remember Why You're Here

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“My sources tell me you’re not happy with your job. So we’ve decided to forget all about productivity and profits and start making your happiness our #1 priority.”



So How Can We Improve?

- * Mirror Good Management Behaviors
- * 360 Degree Feedback



Standards of Performance

Competency: SHOWING INITIATIVE	Poor	Fair	Good	Very Good	Outstanding
<p>Definition: Degree to which employee initiates action without being told. He or she is a self starter and solution seeker. Assess ambition, self-reliance, and ability to act quickly. Displays a sense of urgency.</p>	<p>Rarely goes the extra mile for employees, students and other customers. Displays no sense of urgency to provide excellent customer service. Content with mediocrity. Failed to meet expectations. Must improve in many ways. It is necessary to have an Action Plan of specific goals and a timeline for corrective action.</p>	<p>Did not meet expectations to some extent.</p>	<p>Often initiates action by going the extra mile for employees, students and others. Applies innovative ideas. Voluntarily attempts to solve non-routine job-problems as they occur.</p>	<p>Initiative is used to contribute to positive outcomes. Identifies additional tasks and assists/-encourages others to achieve goals. Regularly takes initiative. Above average. Self starter.</p>	<p>Consistently initiates action to go the extra mile for employees and students and others. Pro actively & collaboratively seeks solutions to problems. Displays a keen sense of urgency of providing excellent customer service. Behaviors are displayed that demonstrate ownership and investment in MCON. Regularly takes initiative. Very innovative. Constantly offers imaginative suggestions for improving operations. Constantly accepts difficult or unpleasant jobs to achieve goals.</p>
<p>Performance Rating (Circle #)</p>	<p>1 <input type="checkbox"/></p>	<p>2 <input type="checkbox"/></p>	<p>3 <input type="checkbox"/></p>	<p>4 <input checked="" type="checkbox"/></p>	<p>5 <input type="checkbox"/></p>

Comments:

Questions/Comments/Discussion

