



Leadership Lessons for Middle Management

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Short Description of the Presentation:

Why do most people leave their job? Is it because of money, long hours or working conditions? Perhaps, but research shows us that sixty five percent of people leave their job because their managers are not properly trained to manage them!

Key Points:

When it comes to leadership, there are some very practical things that can be done. The competent leader understands what his/her employees are thinking and feeling. This presentation will cover the do's and don't of becoming a very skilled manager.

Six (6) Deadly Sins Managers Often Make:

1. Teach only the technical side of the job without training on customer service (how to talk to the customer)
2. Don't respect the team
3. Don't let employees lead
4. Don't measure and reward individual effectiveness of the employees
5. Don't guide (mentor) the employee to success
6. Don't truly listen to employees

Everyday Actions Managers Can Take to Make Life Easier for Their Employees

1. Recognize that teams, and individual employees, have pressures on them
2. Stay physically on the job yourself. Employees mirror your habits!
3. Make the hard decisions for the good of the entire company
4. Never pass on your fears, it's contagious
5. Do the right thing..... because it's right thing to do

Two Guiding Principles:

- Set the course, define the rules and let the competent work
- Never set himself above your followers except in carrying the responsibility