

KEYS TO MANAGING

In this section are some needs which must be met in order for Clay to perform at an optimum level. Some needs can be met by himself, while management must provide for others. It is difficult for a person to enter a motivational environment when that person's basic management needs have not been fulfilled. Review the list with Clay and identify 3 or 4 statements that are most important to him. This allows Clay to participate in forming his own personal management plan.

Clay needs:

- Clear assignments with detailed instructions.
- To be more direct and less subjective.
- Support in the clutch or when pressured for quick results.
- Shortcut methods that don't affect quality of the work.
- Rewards in terms of tangible things, not just flattery and praise.
- A way to say "no" when he feels "no."
- To be introduced to the new employees.
- Appreciation from the boss for the "price" paid to perform.
- A quality product in which to believe.
- Reassurances that he is doing the job right.
- Methods to translate ideas into action.
- Conditioning prior to change.

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