

## **99 MANAGING TACTICS**

1. Treat your employees with respect
2. Appreciate good behavior
3. Publicly recognize good performance so others will rise to the standard set
4. Motivate daily
5. Communicate for understanding
6. Create a vision so employees are part of the bigger picture
7. Be friendly. Not a friend
8. Be positive with a can-do attitude
9. Lead by example
10. Make employee policies fair
11. Be compassionate but hold to policies
12. Show excitement with your job
13. Create daily and weekly goals to accomplish
14. Sincerely thank them for a job well done
15. Reward superior performance
16. Can listen but don't advice on personal matters
17. Invite employees to discuss things with you
18. Create a team environment
19. Create a sense of belonging
20. Be flexible in dealing with issues as long as their within policies. Everyone is different
21. Change and update policies as workforce changes
22. Keep structure in workplace
23. Hold employees accountable to standards
24. Keep a calm structured atmosphere
25. Eliminate gossip
26. No negative talking
27. Start day on positive note
28. Make your employees feel special
29. Correct behavior immediately before becomes larger problem
30. Don't ignore problems. They won't go away
31. Address problems positively and privately
32. Let employees after reprimand leave with their pride and desire for correction
33. Talk on their level. Never patronize them
34. Correct early in the day so they have the rest of day to adjust their attitude
35. Set time aside to talk uninterrupted with each employee on what motivates them

36. Align employee goals with company goals in order to succeed
37. Challenge employees to obtain goals
38. Understand your employee's needs
39. Know that family comes before the job
40. They work to make their life better not yours
41. Employees need to know you care
42. Conduct evaluations to let employees know that they're accomplishing goals
43. Conduct evaluations to let employees know what you expect of them
44. Keep employees refreshed on policies and procedures to keep them on track
45. Monitor performance but don't hover over them
46. Give employee freedom to perform
47. Enable employees to give feedback on what's working and what's not
48. Let star performers rise to the top
49. Elevate employee self-worth and confidence
50. Don't let employees get stuck in a rut. Keep them moving
51. Ask questions. Don't interrogate
52. Get rid of bad seeds immediately
53. Don't reward bad behavior by giving into what they want
54. Create titles for all positions
55. Don't hold anyone back or they'll go elsewhere
56. It takes individual talent to make a team
57. Teach employees to tolerate and respect each other
58. Know each employee will perform at different levels
59. Find solutions. Not problems
60. Use open door policy for problems
61. Issues are not problems. They're opportunities
62. Employees will rise to whatever standard you set for them. Set it high
63. What's important to the manager will be important to the employees
64. Know what you want to come out of a meeting with your employee before you enter into it
65. When an employee works late, always thank them immediately with a note or a card
66. Buy the whole staff lunch when a goal is achieved
67. Provide donuts or bagels to start their day on a good note
68. Provide pizza to staff when they work late
69. Send flowers to an employee who has gone above and beyond
70. Send home dinner for their whole family when an employee works late
71. Send a thank you to the spouse when your employee sacrifices family time for work
72. Praise immediately when they do a great job

73. Send a congratulations card after promoting an employee
74. Send out cards or notes just to let them know you appreciate everything they do. Be sure to rotate the cards so that you include all employees within a few months period of time
75. Greet everyone individually in the morning with a warm hello
76. Smile and make eye contact with everyone individually
77. Take time to meet with everyone on an individual basis to create a sense of belonging
78. Show interest in your employee's lives without interfering or meddling
79. Ask employee how their spouse, children, pets etc are doing
80. Offer compassion and support when someone is having a bad day
81. Lend a hand or an ear when your staff is getting stressed out. Share the burden
82. Sincerely thank them for specific things accomplished each day
83. Memorize the names of your employee's spouse, children and pets. They will be happily surprised that you care enough to do this
84. Write a brief note such as "have a good day" or "You're the best" and put it on their work station for them to discover throughout the day
85. Check on them throughout the day to ask they how they're doing. This will show them you care
86. Challenge your staff to handle the work-load
87. Always display a can-do attitude. Your employees will follow your lead
88. Look for solutions. Not problems
89. Don't permit gossip
90. Don't permit anyone with a bad attitude to work that day
91. Remove a complaining person from the other staff members and discuss with them what the problem is. Complaining to people who cant fix the problem only makes the problem grow
92. Insist that everyone be on time
93. Provide the proper tools to complete the job
94. Keep work stations neat and clean for good quality work
95. Permit employees to leave early when possible to give them a break. This can cut down on labor expense also
96. A manager must make them selves available to their employees. You cant be busy when they need you
97. Look for changes in their body language or behavior to know when something's wrong. Get the person to talk about it so that it wont get any larger
98. Sundown rule: Never let an employee go home with something bad on their mind. Agree to work on a solution before they leave so they're not thinking negative thoughts all night or all weekend
99. When a star employee is having attendance issues, it might be good to offer them a reduction to part-time in order to get them through the rough patch and retain a good worker

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