

The One Minute Manager

ONE MINUTE GOALS

1. Agree on your goals.
2. See what good behavior looks like.
3. Write out each of your goals on a single sheet of paper using less than 250 words.
4. Read and re-read each goal, which requires only a minute or so each time you do it.
5. Take a minute every once in a while out of your day to look at your performance.
6. See whether or not your behavior matches your goal.

ONE MINUTE PRAISINGS

1. Tell people up front that you are going to let them know how they are doing.
2. Praise people immediately.
3. Tell people what they did right—be specific.
4. Tell people how good you feel about what they did right, and how it helps the organization and the other people who work there.
5. Stop for a moment of silence to let them "feel" how good you feel.
6. Encourage them to do more of the same.
7. Shake hands or touch people in a way that makes it clear that you support their success in the organization.

ONE MINUTE REPRIMANDS

Tell people beforehand that you are going to let them know how they are doing and in no uncertain terms.

the first half of the reprimand:

1. Reprimand people immediately.
2. Tell people what they did wrong—be specific.
3. Tell people how you feel about what they did wrong—and in no uncertain terms.
4. Stop for a few seconds of uncomfortable silence to let them "feel" how you feel.

the second half to the reprimand:

1. Shake hands, or touch them in a way that lets them know you are honestly on their side.
2. Remind them how much you value them.
3. Reaffirm that you think well of them but not of their performance in this situation.
4. Realize that when the reprimand is over, it's over

