

One Minute Manager

There are three aspects of the One Minute Manager

1. One Minute Goal Setting
2. One Minute Praising
3. One Minute Reprimand

One Minute Goal Setting:

- Agree on goals
- Determine what good behavior looks like
- Write out each of your goals on a single sheet of paper using less than 250 words
- Read and re-read each goal, which requires only a minute or so each time you do it
- Take a minute every each day to assess performance vs. behavior

One Minute Praising:

- Tell people up front that you are going to let them know how they are doing
- Praise people immediately
- Tell people what they did right—be specific
- Tell people how good you feel about what they did, and how it helps the organization and others
- Stop for a moment of silence to let them “feel” how good you feel
- Encourage them to do more of the same
- Shake hands in a way that makes it clear that you support their success in the organization

One Minute Reprimand:

- Tell people beforehand that you will let them know how they are doing and in no uncertain terms

The first half of the reprimand:

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

The second half of the reprimand:

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

Summary

- The best minute a manager spends is one invested in people
- Goals begin behaviors and consequences maintain behaviors
- Take a minute to look at goals vs. performance to see if behaviors matches the goals
- Implement one-minute praise & reprimands
 - Try to help people reach their full potential by catching them doing something right - people who feel good about themselves produce good results
 - Reprimand shortcomings, but remember everyone is a potential winner (even some disguised as losers) – don't let appearances fool you

A very brief summary of
THE ONE MINUTE MANAGER'S "GAME PLAN"

How to give yourself & others "the gift" of getting greater results in less time.

**SET GOALS; PRAISE & REPRIMAND BEHAVIORS; ENCOURAGE PEOPLE;
SPEAK THE TRUTH; LAUGH; WORK; ENJOY**

and encourage the people you work with to do the same as you do!

