

The Five Key Factors

I have worked with good and not so good managers and have learned a lot from both. As a result I have identified Five Key Factors I believe are fundamental to managing and developing successful teams and organisations. Great leaders develop effective People Management strategies that encompass the following:

1. Enthusiasm

Successful managers and teams have a collective sense of purpose and enthusiasm about what they are doing. This is not about whooping and clapping everything. It is about having a strong belief and determination in a product, cause or service.

2. Open Communication

Successful managers openly share information where possible. It is not about being gregarious or trying to be everyone's friend. It is about fostering an environment of honest two-way communication.

3. A Head for Business and a Heart for People

Successful managers balance a head for their business and a heart for their people. They build fun working environments based on ethics, trust and open communication but remain focussed on achieving targets. They balance compassion with objectivity in tackling problems and make difficult decisions when necessary.

4. Engaging and Empowering

Successful managers embrace every opportunity to identify and use their employees' skills and experience. They enable personal development for all, including themselves. They listen, delegate appropriately and empower team members to get on with their jobs.

5. Listening and Learning

Open communication only works when you listen, learn and act. Successful managers set and follow plans but don't slavishly stick to them just to save face. They listen to feedback, admit when they are wrong and are prepared to learn from their mistakes and adapt

If you need to know more about developing an effective People Management strategy for your organisation, buy a copy of my book, Effective People Management from www.PersonaPM.co.uk, call me on 01488 639 728 or email me at mprescott@personapm.co.uk.