

Messenger

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Overcoming Common Managerial Mistakes, Part 2

We are continuing our journey through common mistakes that managers may unintentionally make. Knowing for what to watch helps everyone be prepared.

Mistake #5 - Neglecting to Conduct Inspections Properly

There are many reasons why a manager may choose not to inspect the performance of the operation as frequently or thoroughly as should be done. Some may feel they are just too busy with office work and don't have time to go where the action is. Others may not have the knowledge and experience to conduct a proper inspection. A good manager should make it his or her job to know the project inside and out. While this does take extra time, you will no longer have to fear that you will miss a potential problem.



Conducting routine and proper inspections will allow you to find and cut areas which are wasting time and money. You can see what works and what doesn't. You can also improve your relationship with the frontline workers. Try to remember each person's first name and one thing about his or her life. Asking how a spouse, child, or parent is doing will improve morale and show that you care about more than just the bottom line.

Mistake #6 - Refusing to Assess Your Own Performance Realistically

No matter what anyone says, it's nearly impossible to give a honest, unbiased evaluation of yourself.

Either you're too hard on yourself and don't see all the good qualities you actually possess or you're too easy and sugarcoat everything. The only way to improve performance is to be totally honest with yourself. By giving a truthful assessment, you will find your strengths and weaknesses.

Here are eight Yes or No questions to ask yourself to gain an honest performance evaluation.

1. Do you give your boss problems or solutions?
When you bring a problem to your boss, do you come prepared with some possible solutions or do you expect your boss to find the solution? Even if you don't know the best answer, having a few possibilities will show that you think for yourself.
2. Do you try to get all the facts first?
Find out all the information you can before you give an answer or recommendation. The first answer that comes to your mind may not be the best. Do your research and give an informed answer.
3. Do you use all available resources to get the job done?

Don't run to someone else the minute you come to a roadblock. Go over notes from a recent meeting.

(continued on page 2 *Overcoming Common Managerial Mistakes*)

It is better to be boldly decisive and risk being wrong than to agonize at length and be right too late.

***Marilyn Moats Kennedy
Management Consultant***

The Mathis Group's Messenger

Merry Christmas!

The Mathis Group
would like to wish
you a very merry
and blessed
Christmas season!



(continued from page 1 *Overcoming Common Managerial Mistakes*)

Look over memos you've received. Is the answer there? Running to your boss with every question shows that you don't take the initiative to find the answers or that you aren't paying attention to previously given information.

4. Do you try to slough off the details?
Delegating tasks has its place, but you cannot pass every job onto someone else. There are some things that you must do yourself.

5. Do you panic easily?
"If you remain calm and keep your cool under conditions that would cause the average man to lose his poise. . . , you'll certainly be worthy of the opportunity for additional responsibility, too."

6. Are your reports based on actual results?
You don't need to waste time and paper on trying to get sympathy for how hard the task was. Stick to the point. Tell the results in as few words as possible. Your boss doesn't have the time to read a lengthy, drawn out report.



7. Do you meet deadlines?
All managers must watch the clock or calendar if he or she wants to stay in that position. Regardless if the work gets done, if it's late it's of very little use. Never take your eye off the deadline. There are times,

however, when unexpected situations arise that will cause you to be late on a task. When this happens, tell your supervisor immediately so he or she won't be left in the dark. We may need to reevaluate the due date and change it, or there are times when you'll just have to work that much harder to get it done.

8. Do you finish the job?
It takes perseverance and persistence to finish a job. As time goes on, it's often not as enjoyable working on the same project, but you can't stop! Keep pushing on until you have finished.

Next month we will continue our look at common mistakes that managers make.

Adapted from *The 22 Biggest Mistakes Managers Make and How to Correct Them* by James K. Van Fleet



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