



## GETTING THE BEST FROM YOUR TEAM

It is often the little things that you do every day that make a big difference up and down the organisation. We have picked out 5 key areas for you to think about every day to help you improve your management skills.

### 1. HOW DO YOU SUPPORT YOUR EMPLOYEES?

Do you regularly ask 'How are you?' Listen when your employees ask for help? Give people a chance to shine? Give them time to train so that they can do their job effectively? Are you sensitive to the pressures on employees both in and out of work?

### 2. DO YOU HELP YOUR EMPLOYEES UNDERSTAND WHAT THEY NEED TO DO?

Do you set them goals? Give feedback on performance? Provide regular opportunities to speak one to one? How else do you communicate with them?

### 3. WHEN WAS THE LAST TIME YOU ASKED EMPLOYEES FOR THEIR VIEWS?

Do you involve employees in decision making? Encourage employees to come up with ideas? Act upon feedback received, or explain why you haven't if you don't? Work as a team?

### 4. HOW DO YOU MANAGE DIFFICULT SITUATIONS?

Do you deal with problems quickly, fairly and consistently? Stop arguments escalating? Ask for help when you need it? How do you deal with sensitive issues?

### 5. ARE YOU A GOOD ROLE MODEL?

Do you treat people with consideration? Act calmly under pressure? Act with integrity? Lead by example?