Introduction
Name

Department

How long with the College?

Favorite Halloween Candy

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
Learning Objectives

Learn to

- Manage people in less time
- Manage people successfully
- Help people stay motivated to work harder
- Give just-in-time feedback
- Help you be efficient and clear

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
Three Secrets to One Minute Management

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
Agenda

■ One Minute Goal Setting
■ Practice
■ One Minute Praising
■ Practice
■ One Minute Re-Direct
■ Practice
■ Back at the Ranch

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Truths That Make This System Work

1. One Minute Goals let your employees know what is expected. You can review them easily and quickly compare behavior to goals.

2. One Minute Praisings contribute to people feeling good about themselves and the work they have done.

3. One Minute Re-Directs help in correcting poor performance,

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Secret One

Setting One Minute Goals

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Characteristics of One Minute Goal Setting

- They are discussed and agreed upon.

- Each goal is written on one page. There should be 3 – 5 goals, each less than 250 words.

- You should be able to read and re-read each goal in about a minute.

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SMART Goals

SMART Goals

S - Specific
M - Measurable
A - Attainable
R - Relevant
T - Time-bound
What are the benefits of One Minute Goals?

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
Many managers assume wrongly that the people on their team know what to aim for.

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
One Minute Goals Work Well When You:

- Plan the goals together and describe them briefly and clearly.
- Have people write out each goal with due dates, on a single page.
- Ask the employee to review their most important goals each day.
- Encourage people to take a minute to look at what they’re doing, and see if their behavior matches their goals.
- If it doesn’t, encourage them to re-think what they’re doing so they can realize their goals sooner.

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
“Take A Minute To Look At Your Goals.”

“Then Look At What You’re Doing.”

“And See If It Matches Your Goals.”
Practice

■ Think of one thing you are trying to accomplish this year. It can be a goal for yourself or someone that reports to you.
■ Write down the goal in 10 words or less.
■ Then turn to the person to the left of you and share the goal.

1 minute to write
1 minute to share
time to critique

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Secret Two

One Minute Praising

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
“Help People Reach Their Full Potential. Catch Them Doing Something Right!”

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
What are the benefits of One Minute Praisings?

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
“People Who Feel Good About Themselves Produce Good Results.”

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
One Minute Praising Works Well When You:

Praise people as soon as possible and provide feedback close to the action.

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One Minute Praising

The First Half-Minute
Pause
The Second Half-Minute

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The First Half-Minute

- Let people know what they did right – be specific.

- Tell people how you feel about what they did right, and how it helps.
PAUSE

Pause for a moment to allow people time to feel good about what they’ve done.

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The Second Half-Minute

- Encourage them to do more of the same.

- Make it clear you have confidence in them and support their success.

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Practice

- One person is the manager giving praise.
- One person is the employee receiving praising.
- One person will be an observer to provide an outsider’s perspective on the situation.

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Practice

**Scenario 1:** Walking across campus you see an employee go out of their way to close a door that shouldn’t be open.

**Scenario 2:** You observe an employee assist a visitor by leaving their work to take them to the front door to direct them to the building they are looking for.

**Scenario 3:** The department assistant did a great job in putting together a report for you.

**Scenario 4:** At the last minute you need someone to jump in and do something (clean a different building, fill in for someone who is sick).

**Scenario 5:** Your told that one of your employees/faculty members went out of their way to invite a new employee/faculty member to lunch.

**Scenario 6:** An employee who is good with PowerPoint volunteered to put together a presentation.

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Secret Three

The One Minute Re-Direct

Redirect

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One Minute Re-Direct

The First Half-Minute

Pause

The Second Half-Minute
The First Half-Minute

- Re-Direct people as soon as possible.

- Confirm the facts first, and review the mistake together – be specific. You don’t have to know all the facts to bring the issue to the employee’s attention.

- Express how you feel about the mistake and its impact on results.

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Pause

Be quiet for a moment to allow people time to feel concerned about what they’ve done.

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The Second Half-Minute

- Remember to let them know that they’re better than their mistake, and that you think well of them as a person.

- Remind them that you have confidence and trust in them, and support their success.

- Realize that when the Re-Direct is over, it’s over.

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What are the benefits of the One Minute Re-Direct?
Practice

■ One person is the manager giving the re-direct.

■ One person is the employee receiving the re-direct.

■ One person will be an observer to provide an outsider’s perspective on the situation.

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Practice

**Scenario 1:** Your employee did not get a report done on time.

**Scenario 2:** You enter a building and there is garbage overflowing in the hall.

**Scenario 3:** Your employee prepared a letter that had numerous typos.

**Scenario 4:** Your employee is late for the 4th time in 2 weeks.

**Scenario 5:** You see your employee involved in a loud altercation with another employee.

**Scenario 6:** You overhear a supervisor correcting one of their employees in a disrespectful way in front of others.

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Back at the Ranch

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
“Everyone Is A Potential Winner.”

“Some People Are Disguised As Losers.”

“Don’t Let Their Appearances Fool You.”

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
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 & REDIRECT BEHAVIORS; ENCOURAGE PEOPLE; SPEAK THE TRUTH; LAUGH; WORK; ENJOY
and encourage the people you work with to do the same.

Start

ONE MINUTE GOALS
(on 1 sheet & read in 1 minute)

Goals Achieved
(or any part of the goals)

You Win

Proceed to

ONE MINUTE PRAISINGS
• Praise the behavior (with true feelings)
• Do it soon
• Be specific
• Tell the person what they did right, and how you feel about it
• Encourage the person (with true feelings)
• Shake hands, and

You Lose

Goals Not Achieved

Go back to goals once
Then proceed to

ONE MINUTE REDIRECT
• Redirect the Behavior (with true feelings)
• Do it soon
• Be specific
• Tell the person what they did wrong, and how you feel about it
• Encourage the person (with true feelings)
• Shake hands, and

Proceed With Success

Review, Clarify & Agree On the Goals

Set New Goals

Return To Start
More Information

http://newoneminutemanager.com/

"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD
JANUARY 18, 2018
2:00 P.M.
JONATHAN SEGAL, ESQ.
DUANE MORRIS INSTITUTE