

A thick black L-shaped frame is positioned around the text. It starts at the top left, goes right, then down, then right again, forming a partial rectangular border around the central text.

THE NEW ONE MINUTE MANAGER

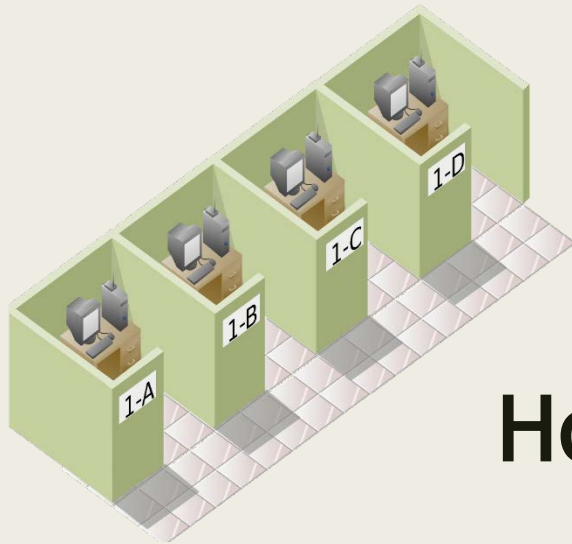
"The New One Minute Manager" Ken Blanchard, PhD and Spencer Johnson, MD

Introduction

HELLO
my name is

Name

Department



How long with the College?



Favorite Halloween Candy

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*



Three Secrets to One Minute Management



Agenda

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



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,

Secret One

Setting One Minute Goals



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.

SMART Goals



What are the



Benefits

of One Minute Goals?

**Many managers assume
wrongly that the people on
their team know what to aim
for.**



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.

**“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

Secret Two

One Minute Praising



**“Help People Reach Their Full
Potential.
Catch Them Doing Something
Right!”**

What are the benefits of One Minute Praisings?

Praise

**“People Who Feel Good
About Themselves Produce
Good Results.”**

One Minute Praising Works Well When You:

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

One Minute Praising

The First Half-Minute

Pause

The Second Half-Minute

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.

The Second Half-Minute

- Encourage them to do more of the same.
- Make it clear you have confidence in them and support their success.

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.

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.

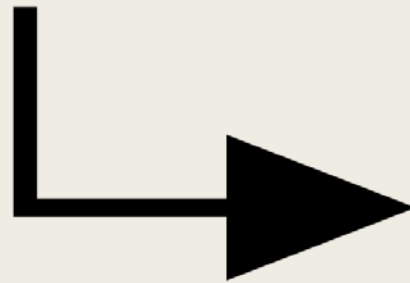
Scenario 4: At the last minute you need someone to jump in and do something (clean a different building, fill in for someone who is sick).

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.

Secret Three

The One Minute Re-Direct



Redirect

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.

Pause



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

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.

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.

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.

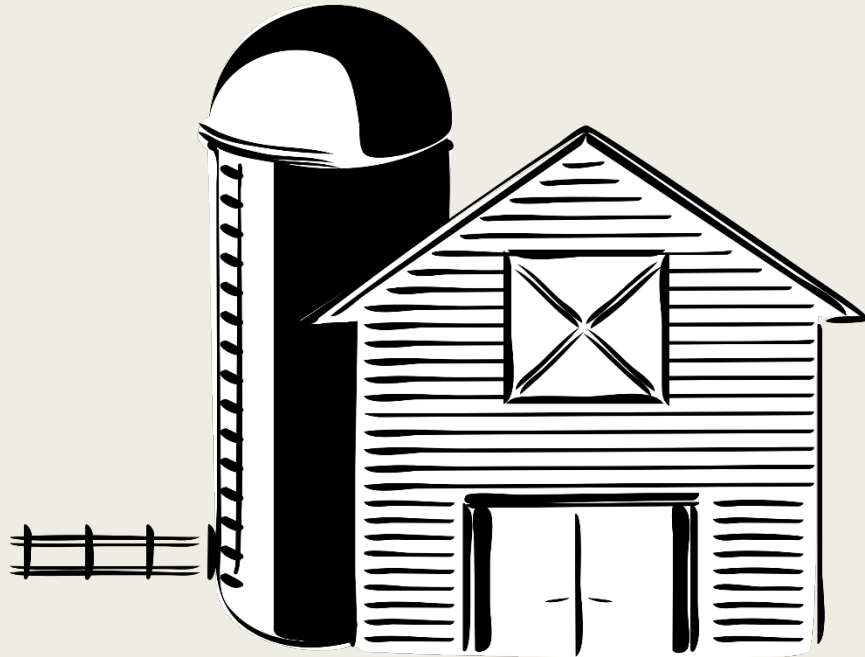
Scenario 3: Your employee prepared a letter that had numerous typos.

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.

Back at the Ranch



“Everyone Is A Potential Winner.”

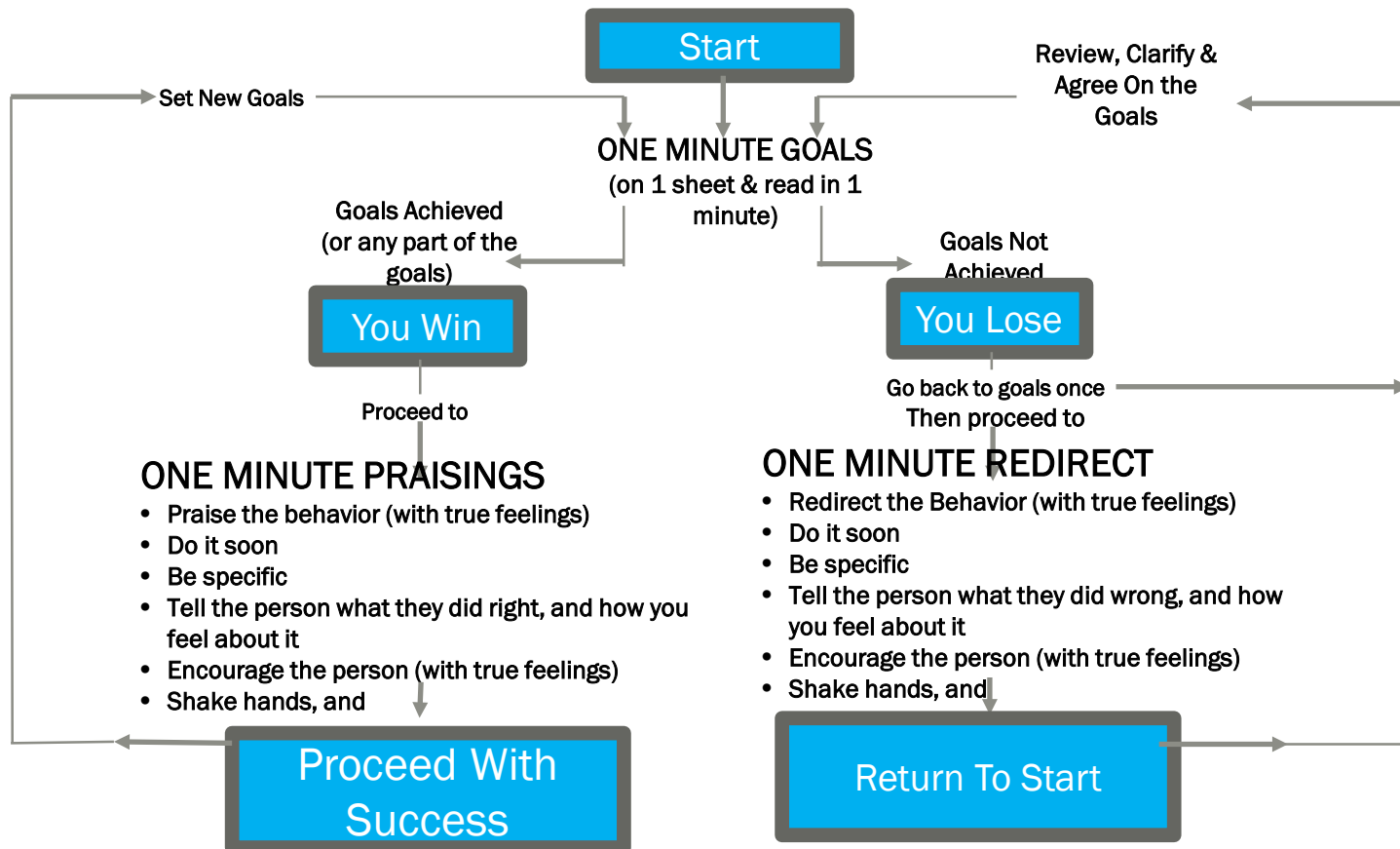
“Some People Are Disguised As Losers.”

“Don’t Let Their 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 & REDIRECT BEHAVIORS; ENCOURAGE PEOPLE; SPEAK THE TRUTH; LAUGH; WORK; ENJOY
and encourage the people you work with to do the same.



More Information

<http://newoneminutemanager.com/>