

One Minute Manager

by Ken Blanchard & Spencer Johnson (1981)

This is a short book that makes a difference in leadership. Goals should be clearly written in <250 words & read in one minute. They are to be understood & agreed by boss & worker. Know what you want, find out how to achieve it & do it. Ask myself: if I try this, will it give me the desired results? Check performance to see if behavior matches goals.

Help people reach their full potential; catch them doing something right. 80% of results come from 20% of goals. Spend time with workers at the beginning of new task. Give a short sincere praise immediately when they do well. The #1 motivator of people is feedback on results.

When they do wrong, immediately tell them what they did wrong & how you feel. Allow a few seconds to sink in, and then tell them you value them. Everyone is a potential winner; some are disguised as losers, but don't let appearance fool you.

3 secrets:

1. One-minute goals
2. One-minute praises
3. One-minute reprimands

QUOTES:

“People who feel good about themselves produce good results.”

“The best minute I spend is the minute I invest in people.”

“We are not just our behavior, we are the person managing our behavior.”