

GAHSA/SCANPHA

TIPS FOR BUILDING EXCELLENT RELATIONSHIPS WITH STAFF A GUIDE FOR MANAGERS AND SUPERVISORS

- # 1 Practice “Firm but Fair” management
- # 2 Be a good listener - be GENUINELY interested in your staff
- # 3 Treat staff with dignity - as an adult, never as a child
- #4 Be consistent
- #5 Be an advocate for your staff
- #6 Recognize and act on performance or behavior issues early
- #7 Document, document, document
- #8 Keep an open door, but also solicit input (but only if you seriously want it and will use it!)
- #9 Follow up with the staff - respond promptly to concerns, resolve problems quickly
- #10 Commend as well as correct
- # 11 Think before you act
- # 12 Communicate aggressively - don't keep secrets unnecessarily
Newsletters, meetings, paycheck stuffers
- # 13 Remind staff regularly about what a wonderful employer you are, and the benefits of working for you
- # 14 Establish credibility by educating all supervisory staff on management and communication skills
- # 15 Never underestimate the power of recognition and appreciation. But know what employees will appreciate!