

Managing with questions?

The art of management often involves asking questions. A lot of questions. Here is a list of ten questions to ask as you travel throughout your organization. If you ask these questions as part of your routine, you'll teach your people that their opinions matter, that you are interested in them and get some valuable feedback.

- What made you upset today?
- What took too much time?
- What caused complaints to you today?
- What was misunderstood?
- What cost too much?
- Where is the waste?
- What was too complicated?
- What was just plain silly?
- What job involved too many people?
- What required too many actions?

Adapted from Tele Professional

Advice from successful people

Many famous people have equated their success with hard work and the ability to immerse themselves in the project of the moment. For example, Michelangelo said, "If people know how hard I work to get my mastery, it wouldn't seem too wonderful after all."

From Thomas Carlyle: "Genius is the capacity for taking infinite pains."

From Alexander Hamilton: "All the genius I may have is merely the fruit of thought and labor."

From Thomas Edison: "Genius is 1 percent inspiration and 99 percent perspiration."

(How to Be the Life of the Podium, AMACOM, New York, NY)

This Period's Quote:
Some folks want their luck buttered too.
Thomas Hardy

Motivational Quotes

Work

Whatever your life's work is, do it well. A man should do his job so well that the living, the dead and the unborn could do it no better.
 -Martin Luther King, Jr.

Bravery

Bravery is the capacity to perform properly even when scared half to death.
 -General Omar Bradley

Risk

If we listened to our intellect, we'd never have a love affair. We'd never have a friendship. We'd never go into business, because we'd be cynical. Well, that's nonsense. You've got to jump off cliffs all the time and build your wings on the way down.
 -Ray Bradbury

Competition

The two common reasons for losing are: not knowing you're competing in the first place, and not knowing with whom you really are competing.
 -Phillip Simborg, Grubb & Ellis Company

Set up your "power office" to project the right image

Your office furnishings and decorations say a great deal about you. To convey the kind of image you want, pay attention to these particular areas:

Furniture arrangement: Setting our desk in the middle of the floor, with chairs facing it, suggests a formal atmosphere with the owner wanting to maintain distance from visitors. However, a desk positioned against a wall conveys an image of confidence.

Messy desk: A small amount of messiness implies comfort and friendliness, but too much clutter may cause a visitor to think that the office owner doesn't care about making a good impression. On the opposite extreme, a very clean desk conveys coldness and may be perceived as a sign that the person doesn't have enough work to do.

Decorations: Plants, draperies, and artwork will convey a more comfortable relaxed attitude. Books and artwork express an occupant's sincerity.

Certificates and awards: If they are job related, reassure visitors that you are experienced and competent. Stay away from trying to brag or over compensate.



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