QUOTES FOR MANAGERS (NO. 1)

Topic: Employee Engagement
“If you’re a ‘command-and-control’ type, start rethinking your style. Look at your behaviors and determine which are helping you achieve your vision for leadership through engagement and which are holding you back. Start small—and stick with it.” (Kimberly Douglas, The Firefly Effect: Build Teams that Capture Creativity and Catapult Results, 2009)

Topic: Communication
“In successful and emotionally balanced companies, the people working in them discuss things, no matter how bad things have gotten. They don’t run and hide, they don’t name call, and they don’t put their foot down. They’re willing and able to talk without rancor and in a straightforward manner about what is bothering them.” (Barton Goldsmith, Office Solutions Magazine, Fall 2009)

Topic: Delegation
“Remember, you are a manager, not an individual contributor. It is your job to utilize your human resources effectively to accomplish organizational goals.... The more you develop your people, and the more you delegate to them, the more they can help you identify key results areas and meet objectives. Let go of tasks that rightfully belong to your employees. That includes troubleshooting and problem solving in their areas of responsibility. Be sure they are properly trained and help them when they flounder, but by all means give them a chance to do the job for which they were hired.” (Robert B. Maddux, Delegating for Results, 1997)

Topic: Change
“There is nothing wrong with change, if it is in the right direction.” (Winston Churchill)
“Any change, even a change for the better, is always accompanied by drawbacks and discomforts.” (Arnold Bennett)
“Men are anxious to improve their circumstances, but are unwilling to improve themselves; they therefore remain bound.” (James Allen)

Topic: Employees Want to Feel Important
“People at work are not so different from people in other aspects of life. They are not entirely creatures of logic. They have feelings. They like to feel important and to have their work recognized as important.... They like to be praised rather than blamed.... They like to have some warning of the changes that may affect them.... They like to be listened to and have their feelings and points of view taken into account.... In short, employees, like most people, want to be treated as belonging to and being an integral part of some group.” (Fritz Roethlisberger, as quoted in Thoughts on Leadership by William Hitt, 1992)