



**Contact Information:**  
Phone: (703) 677-3400  
Fax: (703) 205-7645  
Email: [info@uncfsp.org](mailto:info@uncfsp.org)  
Website: [www.uncfsp.org](http://www.uncfsp.org)

## Management Tip of the Day

*"People do not care how much you know until they know how much you care."*

*John Maxwell*

In a professional environment it is easy for mid-level and front-line managers to get caught up in the everyday activities of task completion, and ignore the fact that they have a greater purpose for being in their position. Not only should managers be concerned with productivity and the "bottom line," but it is also important to remember the human resource factor. Unlike task, employees bring several unknown variables to the workplace. These unknowns can be family problems, financial troubles, medical issues, or a plethora of other environmental stresses. As liaisons between the resources and the goal, it is important that the manager becomes the consistency in the relationship.

In the process of pursuing task completion, the manager should periodically engage their workforce to gauge their current frame of mind. If it is positive, the manager can spend some time (5-10 minutes) just discussing general work practices and how their attitude enhances their performance. If the mood is negative, the manager can spend some time on engaging the employee and being a listening ear or support system.

The bottom line is that employees spend a large amount of their waking hours coming to work, being at work, or leaving work, and as such we have an inordinate amount of influence over their time. Let's utilize that time to develop them personally and professionally.

### **Suggested Action Item: Adopt an employee**

Take the time to choose one employee in the division to mentor. Make it your personal responsibility to grow their performance. In the process also be willing to receive lessons about yourself and your management style.