Techniques for Managing Staff

Communication

- All good managers communicate well. Meeting with staff regularly both on a one-to-one and team meeting basis is important. Staff will be first to know when certain policies and procedures are not working. Listen to them and help each other come to agreements and resolve issues.
- Communicating with the entire team at once gives everyone a sense of inclusion. Clear written communication and minutes of meetings are useful tools to ensure that everyone knows what has been agreed.
- Make sure that everyone knows their role and what is expected of them. Job descriptions and Standard Operating Procedures (SOP's) are both very useful for this.
- Establish good relationships with the team built on mutual respect. This will also help you to learn the qualities of each person to boost their strengths and overcome weaknesses.

Delegating

- Once you know the strengths of your team you can decide which members will perform best in different roles and delegate, or assign responsibilities.
- Your role is then to:
    - set time frames, budgets and deadlines,
    - provide any resources that are needed
      offer support as required and monitor progress.

Appraisal

It is important to monitor employee's progress. You should make time to have a performance review at least every six months where you appraise, or review people's progress. At this time, you can discuss:

- What has been achieved?
- What was done well?
- What could have been done better, and how could this be improved?
- What training is required?
- What do team members plan to achieve in the coming months?

Motivating your team

Different people are motivated in different ways. While bonuses, promotions and training go some way to motivating people, unfortunately their effects are generally short lived. However, if these things are not provided at all, this will have a negative effect on morale.
Treating each person as an individual and showing concern, not only about their career and professional development but also with other issues in their lives in general, is a good motivator.

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