



7 MANAGEMENT
LESSONS EVERYONE
SHOULD KNOW



*Florida Institute
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High Tech with a Human Touch™



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FLORIDA INSTITUTE OF TECHNOLOGY

Businesses need managers. No business can succeed without effective leadership. The goal of every manager is to use the limited resources available efficiently, to accomplish his or her assigned goals. If you can develop and master effective leadership skills such as motivating your employees, financial planning and scheduling, your skills will be valuable in the workforce. Businesses in every industry from food service to information technology need managers, and they are willing to pay for them. According to the United States Bureau of Labor Statistics, the median pay for all management occupations is over \$94,000. If you want a challenging, well-paying job with long-term security, management may be a good fit for you.

Like many positions, a career in management starts with training. You will undoubtedly learn many essential skills once you start working, but there is no substitute for the foundation of a quality education. An education gives you the chance to learn from the mistakes of others, rather than making these mistakes yourself.

ESSENTIAL MANAGEMENT LESSONS

Interestingly enough, many essential management lessons are based on common sense. This is certainly true of these seven management lessons everyone should know...

1

PRAISE IN PUBLIC



When you are a manager, finding ways to motivate the employees under your command is essential. When one of your employees does something especially well, he or she deserves to be praised for showing initiative. You may be uncomfortable with the idea of publicly praising an employee; perhaps you fear embarrassing your employees. Some of your employees may actually be embarrassed to receive credit for doing their job. For the most part, however, people enjoy being recognized for their achievements. Take the opportunity to praise your employees on a job well done whenever you get the opportunity. Make sure that this recognition is sincere, and make it known to everyone.



ADMINISTER DISCIPLINE IN PRIVATE

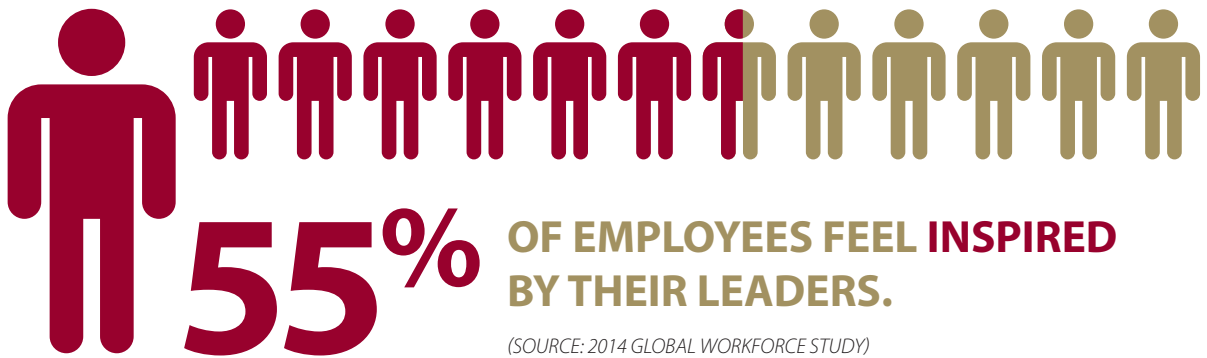
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In a well-run business, correcting your employees when they make mistakes should be a rare occurrence. When you must administer discipline, do not make the mistake of demeaning your employees in front of their peers. Calling someone out in front of everyone is insulting and embarrassing for the individual, and uncomfortable for everyone else in the department. In addition, it makes you lose respect in the eyes of your employees. You want your employees to respect you, not fear you.

3 LEAD BY EXAMPLE

3

Would you rather have a boss that stays in the office making unrealistic demands or one who understands the challenges you face and is willing to walk through them with you? Be the kind of boss that you wish you had; get in the trenches with your employees whenever you can. When your employees see you as a partner, motivated toward their success, they are willing to work harder for you.



4 SHARE THE PRAISE

4

When your department wins, everyone wins. When upper management recognizes you for the achievements your department has made, you should be quick to give credit to your staff. Too many bosses are quick to take all the credit for themselves; do not be that person. When you share the praise, it does not minimize your personal achievements; it maximizes them. Motivating employees is the number one job of a manager; sharing credit with your employees demonstrates your ability to do your job.

5 TAKE RESPONSIBILITY FOR FAILURE

Ideally, failing to complete a task will be rare, but it does happen, even in well-run departments of successful businesses. When it happens to you, do not point fingers at your employees, even if they are partially responsible. Shifting the blame to someone else may temporarily relieve the pressure on you, but in

the end, it is self-serving, and is likely to lead to more failures in the future. Your employees will not want to do their best for you if you will sell them out to save your skin at the first sign of trouble. Your employees deserve a manager who accepts responsibility.



EMPLOYEES REPORT A LACK OF SUPERVISOR SUPPORT.

(SOURCE: 2014 GLOBAL WORKFORCE STUDY)

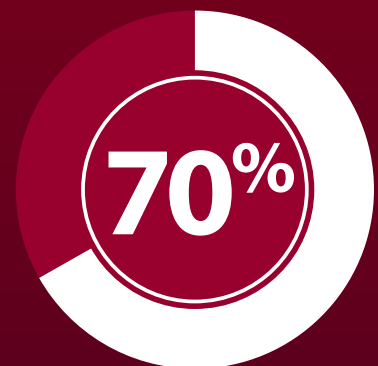
6 UNDERSTAND YOUR INDUSTRY

How long does a typical project in your department take? Whether you are managing a team of janitors, construction workers or computer programmers, your department's goal is to complete some task. You must know how long projects should take before you can determine whether your department is working efficiently or not. If you are new to management or new to the industry, this will be a challenge. The best way to meet this challenge is by gathering information.

Talk to your predecessor if you can. If this is not possible, look to your employees; find employees that have a history of good performance to help you. Nobody wants a boss who makes unrealistic demands, but if you give your employees too much time, it can lead to laziness. Find a balance that is right for your business.

**RESEARCH TELLS US THAT OVER 70%
OF LEARNING ON THE JOB
OCCURS INFORMALLY.**

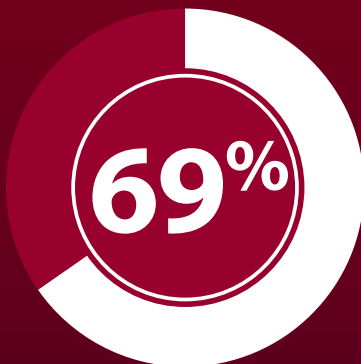
(SOURCE: CLEARCOMPANY)





EMPOWER YOUR EMPLOYEES TO SOLVE PROBLEMS QUICKLY

Solving problems is part of a manager's job, but there is a limit to what one person can do. The solution to this is giving your employees the power to solve problems independently. Let them put out small fires before they spread. Ultimately, you are responsible for success in your department; you will still have plenty of bigger problems to deal with. Empowering your employees to solve small problems shows them that you have confidence in them, and inspires them to do their best work for you. In the end, you end up with a department that works well with minimal intervention from you. When you move on to bigger and better things, you can be confident knowing that your employees are ready for the future.



69% OF EMPLOYEES REPORT ENGAGEMENT IS A PROBLEM IN THEIR ORGANIZATION.

(SOURCE: PSYCHOMETRICS ENGAGEMENT STUDY)

LEARN MORE ABOUT PURSUING A GRADUATE DEGREE IN MANAGEMENT

Effective management is an essential element of success in every industry. By gaining management skills, you are preparing yourself for a career with unlimited growth potential. In addition, managers generally experience high levels of job satisfaction. When you combine these factors with the financial rewards, the job of a manager looks better and better.

Start preparing today, and you could be a successful manager sooner than you expect. With an advanced degree in management, your expertise will only grow as you master skills and competencies in improving business performance.

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