4 FUNDAMENTALS OF MANAGEMENT

WHAT THE BEST MANAGERS DO CONSISTENTLY!

**BUILD AUTHENTIC RELATIONSHIPS**
- Let people into your world
- Show transparency & vulnerability
- Spend time learning about others
- Make yourself visible
- Be present when communicating
- Invest in your relationships
- Follow through with commitments

**SET CLEAR EXPECTATIONS**
- Focus on the “WHAT” (end result)
- Avoid managing the “HOW”
- Share the “WHY”
- Encourage others to ask questions
- Provide the tools, resources, and knowledge to meet expectations
- Check-in occasionally

**COACH FOR PERFORMANCE**
- Avoid giving people the answers
- Create a safe space for change
- Ask empowering questions
- Listen to understand
- Acknowledge feelings & thoughts
- Encourage forward action
- Hold others accountable

**RECOGNIZE WHAT IS RIGHT**
- Deliver a verbal/written thank you
- Present a recognition card/award
- Send email to someone higher up
- Celebrate person on social media
- Provide a personalized gift
- Host “culture hero” call/meeting
- Thank their family members

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