

# THE ONE MINUTE MANAGER

KENNETH BLANCHARD

&

SPENCER JOHNSON



PEOPLE WHO FEEL GOOD  
ABOUT THEMSELVES

PRODUCE GOOD RESULTS



**THE FIRST  
SECRET: ONE  
MINUTE GOAL  
SETTING**

1. AGREE ON YOUR GOALS

2. SEE WHAT GOOD  
BEHAVIOUR LOOKS LIKE

3. WRITE OUT EACH OF YOUR GOALS ON A SINGLE SHEET OF PAPER USING LESS THAN 250 WORDS.

4. READ & RE-READ EACH GOAL , WHICH REQUIRES ONLY A MINUTE OR SO EACH TIME YOU DO IT.

5. TAKE A MINUTE EVERY ONCE IN A WHILE OUT OF YOUR DAY TO LOOK AT YOUR PERFORMANCE, AND,

6. SEE WHETHER OR NOT YOUR BEHAVIOUR MATCHES YOUR GOAL.



HELP PEOPLE REACH THEIR FULL  
POTENTIAL

CATCH THEM DOING  
SOMETHING RIGHT



**THE SECOND  
SECRET: ONE  
MINUTE PRAISINGS**



1. TELL PEOPLE RIGHT FROM  
START THAT YOU ARE GOING TO  
LET THEM KNOW HOW THEY ARE  
DOING.

2. PRAISE PEOPLE IMMEDIATELY.

3 . TELL PEOPLE WHAT THEY DID RIGHT -  
BE SPECIFIC

4 . TELL PEOPLE HOW GOOD YOU FEEL  
ABOUT WHAT THEY DID RIGHT,& HOW IT  
HELPS THE ORGANIZATION & OTHER  
PEOPLE WHO WORK THERE

5 . STOP FOR A MOMENT OF SILENCE  
TO LET THEM 'FEEL' HOW GOOD  
YOU FEEL.

6 . ENCOURAGE THEM TO DO MORE  
OF THE SAME.

7. SHAKE HANDS OR TOUCH  
PEOPLE IN A WAY THAT MAKES IT  
CLEAR THAT YOU SUPPORT THEIR  
SUCCESS IN THE ORGANIZATION.

**THE THIRD SECRET :  
ONE MINUTE  
REPRIMANDS**

- TELL PEOPLE BEFOREHAND THAT YOU ARE GOING TO LET THEM KNOW HOW THEY ARE DOING & IN NO UNCERTAIN TERMS.

### THE FIRST HALF OF REPRIMAND:

- REPRIMAND PEOPLE IMMEDIATELY.
- TELL PEOPLE WHAT THEY DID WRONG - BE SPECIFIC

• TELL PEOPLE HOW YOU FEEL ABOUT WHAT THEY DID WRONG - & IN NO UNCERTAIN TERMS.

• STOP FOR A FEW SECONDS OF UNCOMFORTABLE SILENCE TO LET THEM FEEL HOW YOU FEEL.

## THE SECOND HALF OF THE REPRIMAND :

- SHAKE HANDS, OR TOUCH THEM IN A WAY THAT LETS THEM KNOW YOU ARE HONESTLY ON THEIR SIDE.
- REMIND THEM HOW MUCH YOU VALUE THEM.



• REAFFIRM THAT YOU THINK WELL OF THEM BUT NOT OF THEIR PERFORMANCE IN THIS SITUATION.

• REALIZE THAT WHEN THE REPRIMAND IS OVER , IT'S OVER .



THE BEST MINUTE  
I SPEND IS  
THE ONE I INVEST  
IN PEOPLE





**WHY ONE MINUTE  
GOALS WORK...**

• IN MOST ORGANIZATIONS MANAGERS KNOW WHAT THEY WANT THEIR PEOPLE TO DO . THEY JUST DON'T BOTHER TO TELL THEIR PEOPLE IN A WAY THEY WOULD UNDERSTAND!



“FEEDBACK IS  
BREAKFAST  
OF CHAMPIONS”





EVERYONE IS A POTENTIAL  
WINNER,  
SOME PEOPLE ARE DISGUISED AS  
LOSERS,  
DON'T LET THEIR APPEARANCES  
FOOL YOU.





TAKE A MINUTE :

LOOK AT YOUR GOALS

LOOK AT YOUR PERFORMANCE

SEE IF YOUR BEHAVIOUR  
MATCHES YOUR GOALS





# WHY ONE MINUTE PRAISINGS WORK..



THE MOST IMPORTANT THING IN TRAINING  
SOMEBODY TO BECOME A WINNER IS TO  
CATCH THEM DOING SOMETHING RIGHT - IN  
THE BEGINNING APPROXIMATELY RIGHT &  
GRADUALLY MOVING THEM TOWARDS THE  
DESIRED BEHAVIOUR.



WHY ONE MINUTE  
REPRIMAND WORKS...

THE PERSON RECEIVING THE REPRIMAND  
CAN “HEAR” THE FEEDBACK, BECAUSE  
WHEN THE MANAGER DEALS WITH ONE  
BEHAVIOUR AT A TIME , IT SEEMS MORE  
FAIR & CLEAR

SECONDLY WHEN YOU REPRIMAND , YOU SHOULD NEVER ATTACK A PERSON'S VALUE AS A PERSON - REPRIMAND THE BEHAVIOUR ONLY



WE ARE NOT  
JUST  
OUR BEHAVIOUR  
WE ARE THE  
PERSON MANAGING  
OUR BEHAVIOUR





GOALS BEGIN  
BEHAVIOURS

CONSEQUENCES  
MAINTAIN  
BEHAVIOUR



*HE BECAME A ONE MINUTE  
MANAGER.....*