THE ONE MINUTE MANAGER

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&

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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 PRAISING
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 PRAISING WORK..
THE MOST IMPORTANT THING IN TRAINING SOMEONE 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

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GOALS BEGIN
BEHAVIOURS
CONSEQUENCES
MAINTAIN
BEHAVIOUR
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HE BECAME A ONE MINUTE MANAGER

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