

MANAGEMENT SKILLS!



Remain ___ during challenging situations and discussions
 Keep criticism productive and ___-related; omit personal attacks
 Read management ___ for new perspectives and ideas
 Admit ___ when appropriate; don't hide behind excuses or redirection
 Seek ___ and consensus from the team for decisions that may be arbitrary
 Accept blame, but redirect ___ to your team
 Saying less is usually better than saying something you'll ___
 Losing your ___ repeatedly will cost you credibility
 If you need to ___, be sure to check in with the team to answer questions
 If people are ___ your team, you need to investigate why
 Fear may be effective, but does not inspire trust or ___
 Praise publicly, but criticize in ___
 Be ___; don't change strategy or priorities on a whim
 Be available to your team so they can seek ___ when needed
 Being a good ___ is important for making good decisions
 Micro-___ defeats an employee's initiative and sense of accomplishment
 Delaying decisions can have several ___ effects on the team
 Keep people's ___ issues private; don't share with other team members
 Intimidation and abrasive leadership create unhappy ___
 Support your staff and ___ them to take initiative
 Identify available ___ to your staff so they can find answers themselves
 Avoid commenting unnecessarily on an employee's ___ or dress
 Plan out upcoming work for your team and set ___
 Allowing poor performance causes ___ among the hard workers
 ___ well; no one can read your mind
 Sometimes you can't share ___, but don't lie
 Timely and meaningful employee ___ reviews provide necessary feedback
 Give clear and complete ___ and try to anticipate issues that may come up

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