

## Twelve top tips for managers

- 1.** Learn how to listen. Genuine two-way communication is vital.
- 2.** Recognise stress in yourself and others: too much can lead to burn-out.
- 3.** Manage your time. It's a finite resource. Analyse how you spend it.
- 4.** Get organised. Get on top of the paperwork and the information-overload.
- 5.** Leave work at work. Your brief case is not a home for lost documents.
- 6.** Learn to delegate. But don't 'dump' or abdicate.
- 7.** If in doubt, ask. You can't know everything. People want you to succeed.
- 8.** If in doubt (2), sleep on it. Instant decisions are sometimes rash.
- 9.** Say thank you. Give positive strokes. Praise in public, criticise in private.
- 10.** Never stop planning. It's your job to think ahead.
- 11.** Learn from your mistakes. Celebrate success and learn from failure.  
*'A person who never made a mistake never made anything'.*
- 12.** Be true to yourself.