

DID YOU KNOW??

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LEADING YOUR STAFF

If you've ever said, "No one can do this work as well as I can," you're wrong. This is a false belief and a leadership problem. Leaders need to be comfortable about delegating work and responsibility. Obviously, staff has to be well trained and know that you will work with them to resolve any problem they encounter.



! DELEGATE !

Since people are the most valuable aspect of any business, it is important that you find talented people and build the right team to support your company. You must also focus on continual improvement of your customer service and people management skills. Unfortunately, not all business owners and leaders work on these skills, which is the cause of many of the problems they experience.



We should always be aware that in some way most problems are a leadership problem. Some leaders take issue with this idea; however, they soon come to realize that in some way the leadership has responsibility and they need to evaluate every aspect of the problem. It's crucial to manage your business or department to anticipate and resolve problems before they become a critical situation.

It is the leader's job to put the proper systems in place to help people succeed. We all make mistakes. It's how we handle those mistakes and how we learn from them that makes all the difference in the long run.

Your people, your systems and your processes have a greater impact on the success of your business, than any marketing campaign can, but few people invest time or effort into developing these skills and resources.

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EXCEPTS FROM Shaun Buck VIP contributor entrepreneur