

# Ten Things you need to know about managing people



*"The best offices are those where people know they are valued members of a team."*

*Governor Chris Gregoire*

- 1. Set clear employee work and conduct expectations.**
- 2. Listen openly to issues and complaints.**
- 3. Help employees eliminate barriers that keep them from meeting work and conduct goals.**
- 4. Let employees know right away when they do a good job.**
- 5. Let employees know right away when their conduct or performance is unacceptable.**
- 6. Respond promptly, fairly and consistently to settle issues and complaints.**
- 7. Balance your own strengths and weaknesses to help create a respectful work environment for everyone.**
- 8. Set a good example—always.**
- 9. Work closely with experts in your Human Resources office.**
- 10. Managing people is your biggest challenge, but also the most rewarding.**

*Creating a work environment where everyone is valued and respected.*

## FROM THE VIDEO

*Wake-Up Call: Managers Meeting the Challenge*

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