

## E-Tool #1 What kind of manager are you?



### INTRODUCTION

I get some interesting answers each time I ask this question. While most managers believe their employees love them and are excited to come to work, this isn't always the case. Unfortunately, office politics often prevents those in management from finding out what working for themselves is truly like. (Most employees know that telling the truth means a quick trip to the unemployment office!)

If you're a manager looking for an accurate assessment of your performance, this FREE etool – Manager's Self-Evaluation Form – is for you. It features 27 true or false questions for retail-service managers. I recommend comparing your results with those from a peer or a boss. While the answers might be surprise you, they'll provide for self-reflection and professional improvement. It's good for owners to take, too!

## E-Tool #1 What kind of manager are you?

### MANAGER'S SELF-EVALUATION FORM

There are 29 questions listed below. In order for this exercise to be effective, it requires you to be honest with your answers. This is similar to the game of golf: The lower the score of "false" responses, the better your game; however, being dishonest accomplishes nothing except fooling yourself. In golf, the score can be more accurate if someone else is controlling the scorecard and counting your strokes. Similarly, you may get more accuracy with this self-evaluation if you ask a peer or boss to score your performance. The object is for you to know what is reality about your managerial strengths or areas of needed development. You can't improve if you don't know what is to be improved. Fill out this form as best you can and compare your score to what others have to say. If nothing else, this exercise will be thought provoking.

TRUE or FALSE (Circle one)	T	F		
I use a "to do" list each day that lists the priorities of my duties.	X	X	Employees only leave for significantly more money or better hours.	X X
Employees often approach me during my daily tasks.	X	X	My employees really believe in teamwork and cooperate with each other.	X X
I only have to tell them what to do and how to do it once.	X	X	My employees "know where I stand" in regard to their job performance.	X X
I don't hire the first person that impresses me in an interview.	X	X	I'm an "open-door" boss and my employees can approach me almost any time.	X X
My employees "love me."	X	X	I give constant and consistent feedback to my employees.	X X
They're always open to me about issues and opportunities.	X	X	Morale among my employees is quite high.	X X
Turnover is very low among my employees.	X	X	It's rare that employees arrive to work late or call in sick.	X X
"In-fighting" rarely takes place in my workforce.	X	X	When I lose good employees, I always know why.	X X
Employees are excited to start their jobs each day.	X	X	My employees know each day what it is they are to do, and they know how to do it.	X X
I take time from my busy schedule to introduce new employees.	X	X	Problem employees are handled quickly to redirect their behavior for positive change.	X X
Money isn't the only reason my employees stay with me.	X	X	My performance review sessions leave employees motivated.	X X
Employees stay because they like working for me.	X	X	When I promote an employee the others always agree with my selection	X X
All of my employees handle customers well.	X	X	I know the "hot buttons" of all my employees. I know how to turn them on	X X
My employees are usually highly motivated.	X	X		