

Question of the Week – September 8, 2019



What is your worst management mistake?

Managers make mistakes – some more than others.

These may include for example setting unrealistic expectations, believing others are inferior, not apologizing when it's clearly the manager's fault or failure to "walk the talk." One of the big ones though is not understanding what motivates employees. So, do you have a list of your management mistakes and what have you learned from them? A. Corral

Leader Talking Points

Opportunity: Team-Building Activity

- a. Ask team members for examples of management mistakes outside of work.
 - 1) Politician: Not "walking the talk."
 - 2) Community Organization: Lead volunteer creates a toxic work environment.
 - 3) Other.

Discussion Points

- a. Ask your team for examples of management mistakes at work.
 - 1) Goal Setting: Unrealistic goals which are impossible to achieve.
 - 2) Employee Morale: Manager disrespects employees and ignores them every chance given.
 - 3) Other.

- b. Ask your team for ideas on how to help managers address their mistakes at work.
 - 1) Candid Feedback: In a safe environment, employees provide non-personal feedback on the impact a management mistake had on team performance.
 - 2) Other?

Team Challenge Activity

- a. Ask the team to offer one or two areas where management mistakes have been an issue.
 - 1) Example: Identify a situation where a team member has raised an issue with a manager's mistake while the manager refuses to accept or own up to the mistake.
 - 2) Solicit ideas on how to address this issue on a team level.
 - 3) Ask for a volunteer to take the lead to work with the manager and team on the selected opportunity and report back to team on next steps.