



TIP OF THE WEEK

July 17, 2007

Did you have a good day yesterday? We suggest that managers and their people ask themselves this question every day. If we did, understand why. But especially if we did not, dig deep and find out why not? The best evidence of what's going to happen today and tomorrow is what happened yesterday, the day before and last week. If we had a good day, then people should feel good about it. If we had a bad day - if your team didn't get done all the things they needed to do, or they made a mistake - they should feel bad. If they don't, they are not being held accountable.

But, more importantly, we should all learn from our mistakes. It's our jobs as managers to help people identify good days and bad days, to help them close the gaps between the good and the bad, and to coach them so that the good happens more often than the bad, and the ugly is avoided altogether.

51 HOLLAND Good luck. Work **ON** your business. Stay in touch.

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