13 Common Errors Managers Make and How You Can Avoid Them

Presented by Curtistine Walker, Food Service Director
Pittsburgh School District
#1 Refuse to Accept Responsibility or Accountability

The Blame Game

“I told them”

“No one told me about this”

“I wasn’t trained properly”

“I wasn’t sent that email communication”

“They are lying”
#2 Fail to Develop Employees

“Look at what I’m working with”

“This is the best that they can do”

“He/she has problems”

“This is all I have to work with”

*Preconceived Notions*

*Judgement*

*Low Expectations*
#3 Try to Control Results Instead of Influencing Thinking

Eliminate Anxiety

How can I make this employee feel good about doing this task?

Confident Workers = Productive Workers
#4 Joining the Wrong Crowd

Anti-management behavior = Disrespect

- **The sidelines troublemaker** – stirs up the crowd and stands back while others do the talking for them without suffering any consequences.

- **The death-march troublemaker** – habitually gripes and complains to try to make trouble for the supervisor or supervisors who have brought their failure to their attention.

- **The good-cause troublemaker** – acts like a crusader for their employees or their peers against upper managements policies, goals and objectives.
#5 Manager Every Employee the Same Way

All Employees Perform Equally and Have the Same Skills – No!!!!

Cook  Server  Register Operator  Marketing Designer
#6 Forget the Importance of Profit

Profit or Loss?

Portion Control

Waste Management

Theft

Reimbursement Rule Failure
#7 Concentrate on Problems Rather Than Objectives

No!

- Personnel Issues
- Personal Issues
- Employee Shortage

Yes!

- New Menu Items
- Food Waste Reduction
- Increased Meal Participation
#8 Be a Buddy, Not a Boss

- Favoritism
- Jealousy
- Low Morale
- Low Productivity
- Complications
- Lack of Trust

Can the operation recover from the damage?
#9  Fail to Set Standards

Goals = Success

Rules and Regulations

Reviews

Inspection

Code of Ethics

Goals = Failure

when fear that enforcement is punishment.
A manager’s main goal = employees to perform consistently at or above the minimum standard.

PAR performance; Precedents; Actions and Results

- **Precedents** serve as guides or standards in evaluating future behavior, foundations of performance - job descriptions, training, policies, or objectives.
- **Actions** are what the employees say or do - performance.
- **Results** are the end product of the actions based on positive or negative feedback the employees might receive.

Precedents trigger action.

Action produces results and future behavior is determined by the results.
#11 Condone Incompetence

**Managers condone incompetence by:**

- **The Need to Be Loved**
  Would prefer to be liked instead of being “mean”.

- **The Disappearing –Problem Act**
  Hopes the problem(s) will “go away” if ignored.

- **Avoiding Confrontation**
  Fears confrontation with subordinates.
#12 Recognize Only Top Performers

*Everybody is a Star!!!!*

- High Performers
- Low Performers
- Steady Performers
#13 Try To Manipulate People

Proper Instruction, Training and Setting Standards = Pride

Failure =

• Do what I say or else……..

• Do this and you will be rewarded…
The Resource

[Fatal Errors Managers Make and How You Can Avoid Them by W. Steven Brown]
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