

## Find out how to manage processes instead of people!

As a manager you must manage both people and processes. Generally you are managing people about 90% of the time and processes about 10% of the time. Although you will never get away from managing people completely these figures should be lopsided like this only in the opposite direction. Your goal is to manage people 10% of the time and processes 90% of the time. Not only is it easier, it will make you much more successful. So how do you do this? First, you need to find a mirror and go to it. Take a good look at yourself because if you are mostly managing people and not processes the person you see in the mirror is to blame. Sound harsh? Perhaps, but it is true. Managing people instead of processes is a direct reflection of your leadership style. In order to correct this you need to change your leadership style. You must adopt a leadership style known as servant leadership.

Servant leaders lead by example and always think to themselves what can I do for you, not what can you do for me. They educate, encourage, and empower their employees. They have confidence in their employees to properly implement the systems in place and be accountable for their individual responsibility. They clearly communicate what their expectations are and provide each employee with key performance indicators to identify their progress. They keep in constant contact with their employees, but do not micro-manage, in fact they hardly manage at all because both they and the employee understand that the employee is responsible for managing themselves. They are the first to jump in and help out when needed and often work side by side with their employees to understand what they go through on a daily basis. They are givers not takers. Finally, servant leaders practice principle centered leadership always focusing on the principle of the matter instead of taking on a positional stance.

If you want to be a great manager and manage processes without worrying about managing people, then learn more about servant leadership and how to implement it within your department or better yet your organization. The resulting difference between the two will simply blow you away!



## What is ROI?

ROI stands for return on investment. This is the amount of value received from putting forth an initial commitment. If you notice we used value instead of money. This is because oftentimes as business owners we only think of the dollars when in reality value goes a lot deeper. This is also why we say commitment versus the money invested. Everything can have an ROI so track it!

Not enough information here? Download our monthly **BIZQUICK** podcast from our website at [www.k4orce.com](http://www.k4orce.com)

To unsubscribe from this newsletter send a reply to [info@K4orce.com](mailto:info@K4orce.com)