



## Secrets of Successful Leaders

1. When setting expectations or goals, be specific (no “ASAPs”).  
Set time targets:  

“Could you get this to me by 9:00 this Thursday?”
2. Be careful not to micromanage. Set a goal, coach if needed, and step aside. Check on progress and/or offer help:  

“How are you doing on your deadline? Need anything?”
3. Don’t do for your team members what they can do for themselves. Don’t hesitate to delegate (delegating, with training, develops people). Help when needed.  

“I know you can do this. Matt will show you how.”
4. Listen with 100% of your attention to productive talk.  

“\_\_\_\_\_.”(silence)
5. Redirect unproductive talk (change the subject).  

“What have you done on your project?”
6. Give *individual* positive reinforcement for productive behaviors.  

“I see that you’ve been helping Michelle learn the new process. That’s helpful.”