

## **ARE YOUR MANAGERS PRODUCING THE DESIRED RESULTS?**

### **WHAT IS MANAGEMENT?**

Management is a science governed by specific principles and procedures which, if applied, will improve the existing scene resulting in a highly successful business.

A company always starts with a vision. No matter how bad things get, the true goals of a group remain as pure and as far-reaching as the very first time they were dreamt. This is rarely understood and yet it is the single most powerful truth behind any group.

In a large group the goal finder or visionary often is not the management team. It is not the responsibility of management to “know better” than the visionary. It is their job to help make the original dream of the visionary a reality.

True *leadership* is found in those who can keep the goals and purposes alive in every member of the group. This applies to the visionary as well as management.

Managers are there to handle both good and bad situations within an organization. The current situation in a business, whatever it may be, is referred to as the existing scene. It may be totally acceptable or it may be completely disastrous.

Your managers are there to ensure that the existing scene in your company improves. In fact, the sole responsibility of your management staff is to understand how and why good or bad situations exist, and to then bring the scene closer to your ideals which have been envisioned for your organization.

### **DO YOUR MANAGERS CARE?**

A strong manager follows and enforces the policies of the group. A weak manager does neither. The essence of good management is caring what goes on within the groups activities. A good manager cares what happens, what’s spent, what prosperity can occur, how work is done, how the place looks, how the staff really fares. He is dedicated to getting the show on the road and he takes out of the lineup obstacles to your organization’s progress. Caring what goes on in your companies activities is the basic difference.

“Caring” and “being nice” is not necessarily the same thing. For example, if a “nice” manager accepts the reasons given for non-production without handling and correcting it, then despite the arguments they might raise, that manager doesn’t really care about the customers, the operation, or its personnel.

Your managers are there to ensure that results within your operation occur. He may or may not be nice about it. However, despite anything, if he is a manager at all, his area will get results.

## **WHY DO YOU PAY YOUR MANAGERS?**

I am always surprised at the variety of responses from business owners who are paying managers to be managers. Your manager's abilities should be measured by what their subordinates do, not by what they do. In other words, **MANAGERS DON'T GET PAID FOR WHAT THEY DO. THEY GET PAID FOR WHAT THEY GET THEIR SUBORDINATES TO DO.**

## **BACK LOGS**

Half-dones and not-dones lead to backlogs. When confronted with an area with lots of tasks that are half-done or not-done your manager should be aware.

Backlogs are a strong indicator that something is very wrong with the production in that area.

Some employees have their mind on something other than what they are doing. Regardless of what is said, they are less effective than they would be if they paid attention to their work. The rule to efficient and effective production is to do what you're doing while you're doing it.

It is the responsibility of your manager to see that those things in his areas which are started get completed. Incomplete actions result in not getting your products or services out there which can cost money and deplete your company's resources.

## **HOW TO HANDLE WORK**

When faced with a tremendous number of incomplete tasks or backlogs the trick is to take one and do it. Get it done. Get it completely done. Then take on another. One at a time. You will soon find that you are on top of it all. The key to handling work is to **DO IT NOW.**

You would of course use common sense to determine which tasks to handle first. Also, you would not drop out the regular day-to-day responsibilities while handling the backlogs.

## **TARGETS, QUOTAS, AND INTENTION.**

A target is an objective one tends to accomplish in a given period of time. Setting targets is part of the bread and butter of managing. A target is a tangible, realizable aim. Your manager points to the target and the group meets it.

A quota is the number assigned to whatever is to be produced. It is a future expectancy. The way you set a quota is very important. If the quota is too impossible to meet then you will wind up with overwhelmed personnel and no results. If the quota is nearly impossible it quite often gets made as a challenge. Too low a quota is no challenge at all and yields lesser results.

Accomplishing a target or a quota requires intention. Intention is the idea that you are going to accomplish something. If you intend something to happen, it happens.

Strong leadership requires intention.

**MORALE AND THE NEED TO REWARD.**

There is a certain sprit or degree of liveliness or lack of it which exists in any team, business or group. It comes from the morale of its individuals. This factor of morale is basic to any group.

Any leader or manager needs to know this rule: *Production is the basis of morale.* A group's air of confidence is based on the results that are being produced by each individual and by the group as a whole.

Every employee or member of your company is there to contribute ideas or efforts to the team. It is important to acknowledge contributions.

Approval and commendation are often far more valuable than material rewards and are usually worked for far harder than mere pay.

Commendations, bonuses, and promotions must be based on production not office politics. Basing them on anything else is detrimental to the team.

When you reward down statistics and penalize up statistics you get down statistics. If you reward non-production you get non-production. When you penalize production you get non-production.

These principals apply to raises, bonuses, and promotions as well as verbal acknowledgements or written commendations. Never promote a down statistic or demote an up statistic.

**- DJM**



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