

Best Practice Manager

- **Managers who are available**
 - Post schedules outside of cube or office
 - Have set times to meet with employees
 - Provide alternate contact information
 - Have established back-ups when they are out of the office
 - Are approachable and friendly

- **Managers who clearly define their expectations and rules up front and stick to them**
 - Consistent support of policies
 - Meet with new departmental employees to outline rules and expectations
 - Establish clear expectations on work projects
 - Help balance daily work when special projects are assigned

- **Managers who openly communicate**
 - Ask employees to share knowledge when process changes are being considered
 - Communicate changes to employees who do the jobs prior to the effective date
 - Acknowledge possibility of new work even though unable to disclose details
 - Keep employees updated even when news isn't positive

- **Managers who use performance management process effectively**
 - Give employee time to improve performance prior to PPR
 - Rate the employee appropriate to their performance level
 - Use constructive feedback rather than negative to guide performance
 - Address the individual not following rules, not the whole department
 - Recognize team as well as individual contributions