



5 simple steps



# Be a better manager starting MEOW

*(by the guys who brought you management lessons from Angry Birds)*

# Managing people is EASY

(compared to, say, herding cats\*)

Managing people is really very simple: hire people who can do the job, and let them do it. If they do something good, tell them they did done good; if they mess up, sort it out pronto.

Sure, there are usually other things you need to do along the way (some people review performance, for example) but everything becomes a whole lot easier if you get the basics right: smart people who fit, who are allowed to do their job, and who get recognition for doing it.

This e-book covers off a bunch of that stuff. It shouldn't contain anything new or groundbreaking, but it does feature zombies, impractical footwear, terrible ideas for thank you cards and one really creepy monkey. And it's a nice reminder that keeping things simple is usually the best way to start.

**So step this way and let us remind that you doing the following is just silly:**

<b>Hiring people who don't fit</b>	<b>3</b>
<b>Hiring people who make you look smart in comparison</b>	<b>5</b>
<b>Treating employees like untrustworthy imbeciles</b>	<b>6</b>
<b>Not dealing with problems quickly</b>	<b>7</b>
<b>Never saying thank you</b>	<b>9</b>

\*Based on actual\*\* CSB research

\*\* Painful

# Hire good people no exceptions!

Hire good people. Take your time. Do it right. Simple, yes?

## Get cultured

I LOVE YOU! ❤️



Good people don't have to be sycophantic yes-people who love everything your company stands for and ever did, but they should be a good cultural fit and gel with the rest of the team. If they're enthusiastic about what you do and are willing to spread that around (your very own [diseased monkeys](#)), so much the better. But if you work in public sanitation and pay minimum wage, you probably shouldn't be expecting miracles on this front. Knowing and communicating your culture will go a long way towards catching the right people in your net.

Not sure how that works? Here's a fine example: Murder Burger knows their culture and therefore knows **exactly** who they're looking for...

## Measure twice, cut once

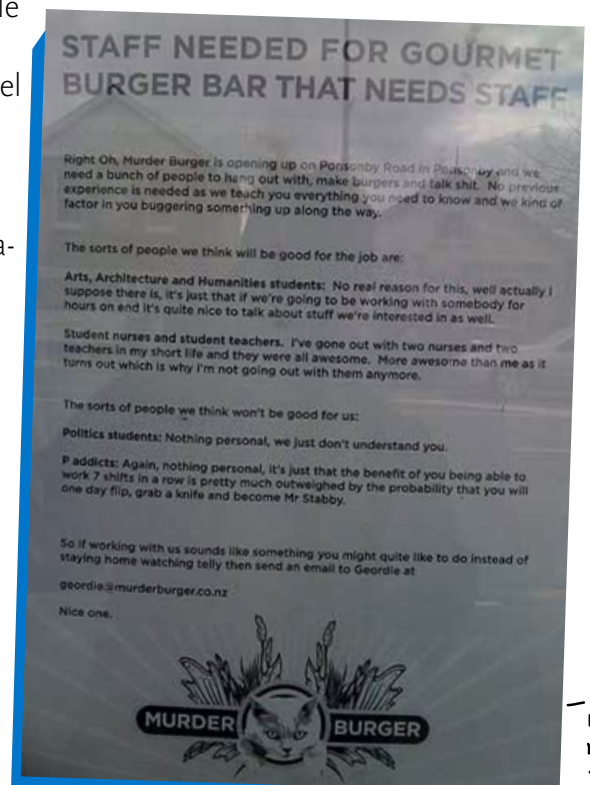
You also have to have a decent idea of who you're looking for before you start looking for them. Shoe-horning someone into a role that doesn't quite fit is no fun for anyone, and without a good understanding of the requirements that's a risk. So you need a job description with goals and competencies, which will also happen to be rather handy when it comes to review time. Yes we're a wee bit biased on that, but seriously, if your JDs and reviews don't align, you're making your life harder and missing the point.

## Don't buy the cheap shoes

It costs a lot to hire people – the equivalent of a small-nation-defense-budget if you pay recruiters – they cost you to develop, and will cost you again when they leave. If you hire the wrong person, chances are they're going to leave pretty quickly, and you'll get hit all over again. If you can avoid it at all, don't rush decisions simply because you 'need' 'someone' in a role. It's like buying a cheap pair of shoes because you need something the time, only to have them fall apart after a week and BANG! off you go on another shopping trip. Cheap shoes are Not Cool.



ISN'T IT...?



## Keep your office a jerk-free zone

People with phenomenal skills and crappy attitudes are not good people. People who maybe don't tick all the skills / experiences boxes but have a positive attitude and are willing to learn are potential good people. Don't go too far in the opposite direction though; sunshine eyes and rainbow smiles alone won't help a technophobe transition to superstar software developer.

### So essentially:

Take your time

Have a detailed, current job description

Hire for your culture (one size doesn't fit all. LIKE WITH SHOES.)

L33t skillz aren't everything

And just in case that wasn't enough, you should probably also hire people who are smarter than you. Why? That's next time...

we'll  
leave you  
with  
this:

attitude counts! →

know who you want! →

don't settle! →

embrace your culture! →



# GroundSpray

Tāiao Mō Ake Tonu Ake - Our Environment Forever After

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A division of JS Grounds & Co Ltd.

## WEED SPRAYING-WILDING TREE CONTROL

GroundSpray are looking to hire staff for the coming Spring/Summer season controlling terrestrial weeds in DOC estates, Crown Lands & private farms. Based in Gore we cover an area from Tekapo to Bluff

We require personnel with "can do" attitudes that will work in harsh, steep and inhospitable conditions

You will be

- Very Fit
- Have a full driver's license.
- Have a passion for conservation and the outdoors
- Be a NON SMOKER
- Be prepared to work weekends (happily)
- Be prepared to work long hours (12+ a day)
- Be prepared to work away from home Mon-Fri
- Be prepared to sleep in huts, tents, woolsheds, under trees etc.
- Able to wash, use deodorant and keep your personal hygiene to an acceptable level. This may mean washing/showering in cold water.

(This Job is not for wimpy, feint hearted, soft, "run to mummy" halfwits with pants halfway down their bottoms! We only want staff that will do as they are told by their supervisors, follow company rules and can put up with being wet, hot, cold, exhausted, hungry and thirsty, you also need to be able to sit in a van for three hours and not complain to us. (We don't listen & we don't care). You need to be of a stature that you can walk around hills and bluffs, and climb in and out of small helicopters without terrifying the pilot. If this sounds like you, then you're probably completely mad and we would love to have you. Please phone the above phone number to arrange an interview. NO TEXTS.

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# Hire people smarter than you and watch them do the same...

Smart people hire smart people. Maybe even smarter people. It's a cycle, but not the vicious type. It's the environmentally aware and affordable cardboard (bi)cycle of awesomeness.

Or to put it another way:

AWESOME!  
Smart people  
are just like  
this bike!  
(just go with it)



**A players recruit A players. B players recruit C players.**  
**Guy Kawasaki**



Which is to say, awesome people recognize their fellow Awesomes, know what they bring to the table, and know the organization will benefit from having them on board. As long as they're the Right Awesome people, of course.\*

## Hire these people:

Smart people work hard.

Smart people know how to play to their strengths.

Smart people solve problems.

Smart people drive themselves.

Smart people go above and beyond.

Smart people challenge the status quo. Because the status is NOT quo.\*\*

Less awesome people want to be more awesome. And if they can't be more awesome in actuality, they'll probably settle for at least the outward appearance of awesomeness. One way to raise their relative awesome level is to hire less awesome people, so they look more awesome in comparison.

But as Guy K would put it, you want to hire people who make you look smart for hiring them. You don't want the people who make you look smart in comparison to them...

If you hire smart, or smarter people, then you yourself are obviously smart. If you hire not so smart people, you're missing out, making a mistake and are clearly having a not-so-smart day. You're smart, aren't you?

\* See previous instalment, "Hire good people, no exceptions."

\*\* Points for guessing that reference.



# Treat people like adults (unless they prove otherwise)

## Hi! Welcome aboard!

You're a fantastic hire and a great fit and a really smart person, and we're just so super thrilled to have you here!

To start with, please read this 1247 page HR policy manual and familiarize yourself with our employee guidelines. We apologise in advance if you encounter any still in dactylic hexameter, but good news! HR has finished updating all of Section 18.1-C(3(a)) from the ancient Aramaic.

Please be sure to pay special attention to the personal grooming section; flesh toned nylons only please ladies, and mind that your skirts are hemmed no higher than 1/8 inch above the knee. We have had some queries from call center staff whether the dress code applies to them, and yes, it most certainly does. Even if customers are unlikely to see you, you will project a more professional and trustworthy persona if you are well groomed and suitably attired. Suit and tie, please gentlemen.

With regard to 'Internet' technology: all usage of company computers is logged, and access to The Facebook during work hours is strictly forbidden. Please also refrain from accessing websites on your cell phones, as any time you spend on personal pursuits will be logged and docked from your wages. Please note that you are required to provide your social media passwords on the confirmation form at the end of this policy manual.

Wednesday mornings we have calisthenics, dodgeball and team cheers out in the quad. Please see Henry in Supply for your corporate gym gear, which you will also need for our upcoming team building camping weekend; it's sure to be a hoot! Every other morning we will expect you at your desk by 8:30am sharp. And remember! The work day ends at 5:30pm; if you need to leave early please see me and organize to make up the time later.

We're so pleased to have you here, and we know you'll make a stellar contribution to the success of our cutting edge and forward-thinking company. And above all, have fun!

Your friendly manager.



**This: NOOOO.**

# Deal with problems quickly an apocalyptic analogy

(with zombies!)

## Think fast!

The zombie apocalypse is upon you (probably started by diseased monkeys ) and humankind's way of life has been irreversibly altered. In the course of a nail-biting escape from the suddenly overrun mall where you've been sheltering with an unwashed group of mismatched survivors for the past month, you have sustained a bite on your lower leg.

## You have a choice.

You can lop off the leg before the infection sets in, or you can take your chances with the festering wound and hope against hope that you won't wake up one day with an overwhelming appetite for your companions' brains.

## What do you do?

The answer is of course, chop your leg off. Ain't nobody escaping zombification – we watch *The Walking Dead*.

So how does this highly original and cinematic scenario apply to HR? I'm glad you asked!



ask us about  
our employee  
wellness program!

## The point:

Problem employees are to your company as zombie bites are to your hypothetical post-apocalyptic self. Deal with them quickly or risk them doing a lot more damage.

You don't actually have to chop them off (and frankly a martial approach may cause you a few more problems you could do without) but recognizing the issues and putting in place a plan to deal with them would be a good first step.



## Things to look out for:

**Rampant negativity** (office-zombies can create more office-zombies by spreading this around)

**Disruptive behavior** (interrupting meetings and derailing projects with moaning and wandering into walls and whatnot)

**Sabotage or outright destructive behavior** (office-zombies may not actually attempt to eat colleagues, but they can do a lot of damage to projects, goodwill and relationships if allowed to roam free.)

## Act now!

**Isolate your zombies.**

**Attempt to communicate** with them, but try to avoid getting dragged down to their doomed undead level. You're bigger than that, and infection is still a possibility.

If some kind of **active performance management** plan is called for, get started on it before things spiral down into an inescapable chaotic maelstrom of doom.

**Acknowledge and celebrate positivity** to try and push things in the opposite direction / affect a cure. (Anyone with small kids and or dogs will know this one already.)

If your zombies aren't too far gone and retain the merest vestiges of humanity, you might like to involve them in an exciting game of **'what do you think has gone wrong here and how do you think we can fix it?'** If there's a root cause external to the zombies (say, a plague of monkeys or rumours that immunisations started the whole thing) and you can eliminate it or at least reduce the impact of it, you might be able to halt the spread.

## Basically: DEAL WITH IT.

Attend to those problem employee/zombie-bitten-legs before things escalate beyond your control! After all, with the zombie apocalypse looming, you've got a whoooole heap of other things to worry about.





# Say thank you! xx

Does anybody say thank you anymore? Does your manager? It's a very simple thing to do – but it can make all the difference in the world to the way a team works, collectively and individually. Don't say thanks at work? What would your grandmother think?

## Let's change that!

When there's a success, or someone's gone the extra mile – pull out those good manners and say THANK YOU. If the culture of your organization runs to gifts or rewards – break one out. Buy someone a beer! Bake someone a cake, if that's how you roll.

Forgive us for dragging out the over-used E word, but a little thanks makes you feel engaged. A public thanks makes you feel like a million dollars.

Here's a true story – a guy cooked a meal for a very famous chef, who was so impressed he wrote to the company showering this guy with praise – best presented meal he'd seen. Wow. So the guy gets a quick email from the bosses saying a very quiet thanks, and they then go on to shout out loud about the praise the business received – without acknowledging the individual. That's just mean.

THEN! His boss tells this guy he needs to make a little extra effort because the team's average is down and the boss really wants his bonus. Excuse me?

Where's the thanks? The real, genuine, public show of appreciation? Why would this guy care less about his performance, his boss's bonus, or the company's success when his stellar individual effort isn't acknowledged?

"Thank you"s are the grease that helps the team's wheel turn. Make people feel special. Make people WANT to work a little harder. Or longer. Or care. Thank yous glue people to their work (or make them feel engaged, if you really must).

So remember to say thanks for the little things and the big things. Don't know how to go about it? You don't have to send a scented, hand-written card (hand writing is HARD now, right?) but you can start by trying to do a little better than these...

Give it a try. Your grandmother would be proud.

More from us at [csod.com/csb/resources](http://csod.com/csb/resources)

