

The :01 Minute Manager

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Basic Principle #1

**People Who Feel
Good About
Themselves**

**Produce
Good Results**

Basic Principle #2

**Help People
Reach Their
Full Potential**

**Catch Them
Doing Something
Right**

Basic Principle #3

**The Best
Minute
I Spend
Is The One
I Invest
In People**

Basic Principle #4

**Everyone
Is a Potential Winner,

Some People
Are Disguised
As Losers,

Don't Let
Their Appearances
Fool You**

Basic Principle #5

**Take A Minute:

Look At Your Goals

Look At Your Performance

See If Your Behavior
Matches Your Goals**

Basic Principle #6

**We Are Not
Just
Our Behavior**

**We Are
The Person
Managing
Our Behavior**

Basic Principle #7

**Goals
Begin
Behaviors**

**Consequences
Maintain
Behaviors**

:01 Minute Goal Setting

1. Agree On Your Goals

:01 Minute Goal Setting

2. See What Good Behavior Looks Like

:01 Minute Goal Setting

3. Write Out Each Of Your Goals On A Single Sheet Of Paper Using Less Than 250 words

:01 Minute Goal Setting

4. Read And Re-Read Each Goal, Which Requires Only A Minute Or So Each Time You Do It

:01 Minute Goal Setting

5. Take A Minute Every Once In A While Out Of Your Day To Look At Your Performance, And

:01 Minute Goal Setting

6. See Whether Or Not Your Behavior Matches Your Goal

:01 Minute Praising

1. Tell People Up Front That You Are Going To Let Them Know How They Are Doing

:01 Minute Praising
2. Praise People Immediately

:01 Minute Praising
3. Tell People What They Did Right-Be Specific

:01 Minute Praising
4. Tell People How Good You Feel About What They Did Right, And How It Helps The Organization And The Other People Who Work There

:01 Minute Praising

**5. Stop For A Moment Of Silence
To Let Them "Feel" How Good
You Feel About It**

:01 Minute Praising

**6. Encourage Them To Do More Of
The Same**

:01 Minute Praising

**7. Shake Hands In A Way That
Makes It Clear That You Support
Their Success In The
Organization**

:01 Minute Reprimand

- 1. Tell People Beforehand That You Are Going To Let Them Know How They Are Doing In No Uncertain Terms

The first half of the reprimand:

:01 Minute Reprimand

- 2. Reprimand People Immediately

:01 Minute Reprimand

- 3. Tell People What They Did Wrong-Be Specific

:01 Minute Reprimand

4. Tell People How You Feel About What They Did Wrong-And In No Uncertain Terms

:01 Minute Reprimand

5. Stop For A Few Seconds Of Uncomfortable Silence To Let Them *Feel* How You Feel

The second half of the reprimand

:01 Minute Reprimand

6. Shake Hands In A Way That Lets Them Know That You Are Honestly On Their Side

:01 Minute Reprimand

7. Remind Them How Much You Value Them

:01 Minute Reprimand

8. Reaffirm That you Think Well Of Them But Not Of Their Performance In This Situation

:01 Minute Reprimand

9. Realize That When The Reprimand Is Over, It's Over

The :01 Minute Manager's
"Game plan"

1. Set Goals
2. Praise & Reprimand Behaviors
3. Encourage People
4. Speak The Truth
5. Laugh, Work, And Enjoy
(Encourage the people you work with to do the same)




