

MID-LEVEL LEADERS: STRONG MANAGER INDEX

Our Proven Tool for Identifying Strong,
Highly-Engaged Leaders



Nearly 90% of leaders and managers do not provide direct reports with the guidance, direction, support, and coaching they need to do their best work.

Our **STRONG MANAGER INDEX** was developed from our observations of what the best managers do right:

- Manage every day.
- Talk like a performance coach.
- Take it one person at a time.
- Make accountability a process, not a slogan.
- Tell people what to do, and how to do it.
- Track performance every step of the way.
- Solve small problems, before they turn into big ones.
- Do more for some people, and less for others, based on performance.

This tool will help you identify leaders who are great at the management part of their jobs. They are the type of people-focused managers who help retain and develop top talent, boosting the prestige of their teams and your entire organization.

STRONG MANAGER INDEX



1. Communicates clearly and persuasively the values, vision, mission, and goals of THIS COMPANY...
2. Evaluates, analyzes, and interprets information to make the best decisions for THIS COMPANY...
3. Collaborates and cooperates with other leaders in the organization to make things happen and get things done...
4. Provides regular and consistent guidance, direction, and support for direct-reports and other subordinate colleagues in THIS COMPANY...
5. Makes very good use of team meetings by always having a clear purpose, following a well-planned agenda, and facilitating a clear focused discussion...
6. Maintains regular structured high-quality one-on-one dialogues with direct reports...
7. Clearly communicates overall performance standards by spelling out all requirements and establishing acceptable parameters for productivity, quality, interpersonal communication, schedule, and other workplace ground rules...
8. Helps employees in their own professional development by exposing them to new challenges, teaching them new skills, and coaching them on work habits and self-management practices...
9. Clearly communicates specific expectations regarding daily tasks, responsibilities, and projects...

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10. Monitors, measures, and documents performance accurately, in detail, and fairly...
11. Provides regular, candid verbal and written feedback...
12. Helps employees with daily troubleshooting and problem solving...
13. Takes action on employee performance problems...
14. Makes clear to everybody exactly what they need to do to earn more rewards...
15. Provides extra recognition and rewards to people when they perform above and beyond expectations...
16. Manages around and through resource constraints...
17. Manages around and through logistical challenges, such as remote locations, conflicting schedules...
18. Recognizes, appreciates, and leverages differences in people...