

Contents

How to be a great coach	1
Be a boss!	
Be a coach	5
Force them	
Motivate them	9
Make your own decisions	
Ask for their opinions	13
Achieve perfection	
Admit your mistakes	17
Protect your privacy	
Be accessible	21
Talk the talk	
Be a good listener	25
Have all the answers	
Ask good questions	29

Stifle gripes	Welcome complaints	33
Lecture the masses	Coach one-on-one	37
Use that big vocabulary	Watch your language	41
Coach for conformity	Celebrate the differences	45
Make yourself indispensable	Empower independent employees	49
Reserve judgment	Make the call	53
Provide all the answers	Solve problems together	57
Don't be the bad guy	Deliver the bad news personally	61
Don't get mad	Don't act out of anger	65
Put it in writing	Avoid memo mania	69
Abolish meetings	Manage meetings	73

Expect them to know		
Train them		77
Give 'em hell		
Stress the positive		81
Money talks		
Reward what you want		85
Don't overpraise		
Provide positive feedback		89
Don't be just a cheerleader		
Advocate for your employees		93
Start right		
Just get started		97
The McGraw-Hill Mighty Managers Handbooks		100