

What do I do badly?

Don't delegate or empower correctly

When staff are off due to illness / holiday stress/ pressure on other members of staff

Communication

Not communicate

Problems—sacking, discipline

Time restraints

Very hard on myself. As remote, do not always see

Communication / confrontation / issues / problems

I have to many chiefs and not enough indians

Not given enough support when necessary

I am impatient and would like instant results

The failure of personal relationships being brought into the office moody, lethargic,

Is giving enough time to trainees when in a busy period

Staffing issues, training - due to the staffing issues!

Don't delegate enough

Communicating information to part time staff

Not being forthright + Too busy

Losing focus

Not given enough praise when necessary

Time to discuss issues

Delegation

Assertiveness in strategy tactics—hiring and firing

Dealing with staff's attitudes

I am sometimes more of a friend than a boss

Problems? Communicate well enough, e.g. assume team know your mind

Not communicate

Finding the right balance with staff - Boss / Friend

Small teams don't believe they need regular morning team huddles and I do! They believe they can chat and catch up with things during the day. How do I overcome and convince them?

Time management - getting to see a team in other part of the UK

What do I do well?

Spending "out time" with staff to involve them in the challenge of change to improve and meet the business challenges

One minute praise and feedback

Communicate with team, listening to views and opinions, but constructively deal with issues to get an agreed result

Implemented "profit share"

Kept up our appraisals which I used to forget to do. We have them once a year and are very

Resolved a situation between an older staff member and a younger one

Listened

Felt that the whole team were clear on the objective,

Gave my staff the support and reassurance to come to work and feel happy

Achieved targets

Getting the team together

Communicate well with my staff - through one on one meetings

Made progress for the business

Com- municated Delegated

Time - to explain what I want doing

Recruited from outside industry to bring new ideas to the business

Getting the team to all work together to achieve the common aim and then each of them to feel motivated consistently

To make a more enthusiastic sales environment

Listened and acted upon

Lead by example

Guiding my team through major company changes such as a takeover

Ask people to communicate

Getting everyone on board

Motivating and encouraging staff

Team member has a mixed role—admin + account management

Motivated my staff

I gained respect!

Communication, tactics, motivation

Delegated well and accurately

Keeping different personalities happy

Communicate

Birthday card for all team members

Led by example—encouraged team empathy

Built up a rapport with team members

Encouraged and praised staff when merited—to motivate the team

Fired one bad seed

Inspire. Lead by example. Give guidance.

Treat them as I would like to be treated. Be firm. Give praise.

Communicate regularly

Fully explain company / team strategy

I reward my team for their achievement (even if it takes longer than it should)

Motivated Inspired Feel good factor

Look for their buy in through most situations rather than dictate. Create fun at work

When we give our staff educational and the ability to see them grow into excellent travel agents

Spent time with staff to share my vision, get their input and encourage as we moved towards the

Communicate well. Am very fair. Am non-critical and look at facts. I motivate my team