



„The One Minute Manager“

a bestseller from Ken Blanchard and Spencer Johnson

The three secrets ...

Executive Summary

The book "The One Minute Manager" by Ken Blanchard, Ph.D. and Spencer Johnson, M.D. (co-author), became a bestseller and is one of the world's most popular management method. Other publications by Ken Blanchard are for example "Leadership and the One Minute Manager", "One Minute Sales Person", "The One Minute Manager Meets the Monkey", and many others.

About the Authors

In 1979 *Ken Blanchard* founded THE KEN BLANCHARD COMPANIES in San Diego, CA, to support organisations looking to put the principles of his books into practice. Now a major international management consultancy and training organisation, the company works with many of the world's leading business to unleash the full power and potential of their people.

The Ken Blanchard Companies is perhaps best known as the originator of the most widely used leadership development process – Situation Leadership ® II and also specialises in Team Building, Organisational Change and Customer Services.

Ken Blanchard is the Chief Spiritual Officer (CSO) of The Ken Blanchard Companies. He is also a visiting lecturer at his alma mater, Cornell University, where he is a trustee emeritus of the Board of Trustees.

Spencer Johnson, M.D., is one of the most beloved and respected authors in the world. He is often referred to as the best there is at taking complex subject and presenting simple solutions that work. He is the author or co-author of numerous New York Times bestselling books including #1 international bestseller "Who Moved My Cheese?", "An A-Mazing Way to Deal with Change in Your Work and in Your Life", and "The One Minute Manager".

He served as Director of Communications for Medtronic - the inventors of cardiac pacemakers, Research Physician at the Institute for Interdisciplinary Studies, Consultant to the Center for Study of the Person, and Leadership Fellow at the Harvard Business School.

Enclosed you will find a summary of the THREE SECRETS of the ONE MINUTE MANAGER.

1. The One Minute Manager and his three secrets

There are three secrets that make a good “One Minute Manager” /1/:

Secret 1- One Minute Goal Setting

One Minute Goal Setting is simply:

1. Agree on your goals
2. See what good behaviour looks like
3. Write out each of your goals on a single sheet of paper using less than 250 words
4. Read and re-read each goal, which requires only a minute or so each time you do it
5. Take a minute every once in a while out of your day to look at your performance
6. See whether or not your behaviour matches your goal

Secret 2- One Minute Praising

The One Minute Praising works well when you:

1. Tell people up front that you are going to let them know how they are doing
2. Praise people immediately
3. Tell people what they did right – be specific
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
5. Stop for a moment of silence to let them “feel” how good you feel
6. Encourage them to do more of the same
7. Shake hands or touch people in a way that makes it clear that you support their success in the organization

Secret 3- One Minute Reprimand

The One Minute Reprimand works well when you:

1. Tell people beforehand that you are going to let them know how they are doing and in no uncertain terms

The first half of the reprimand:

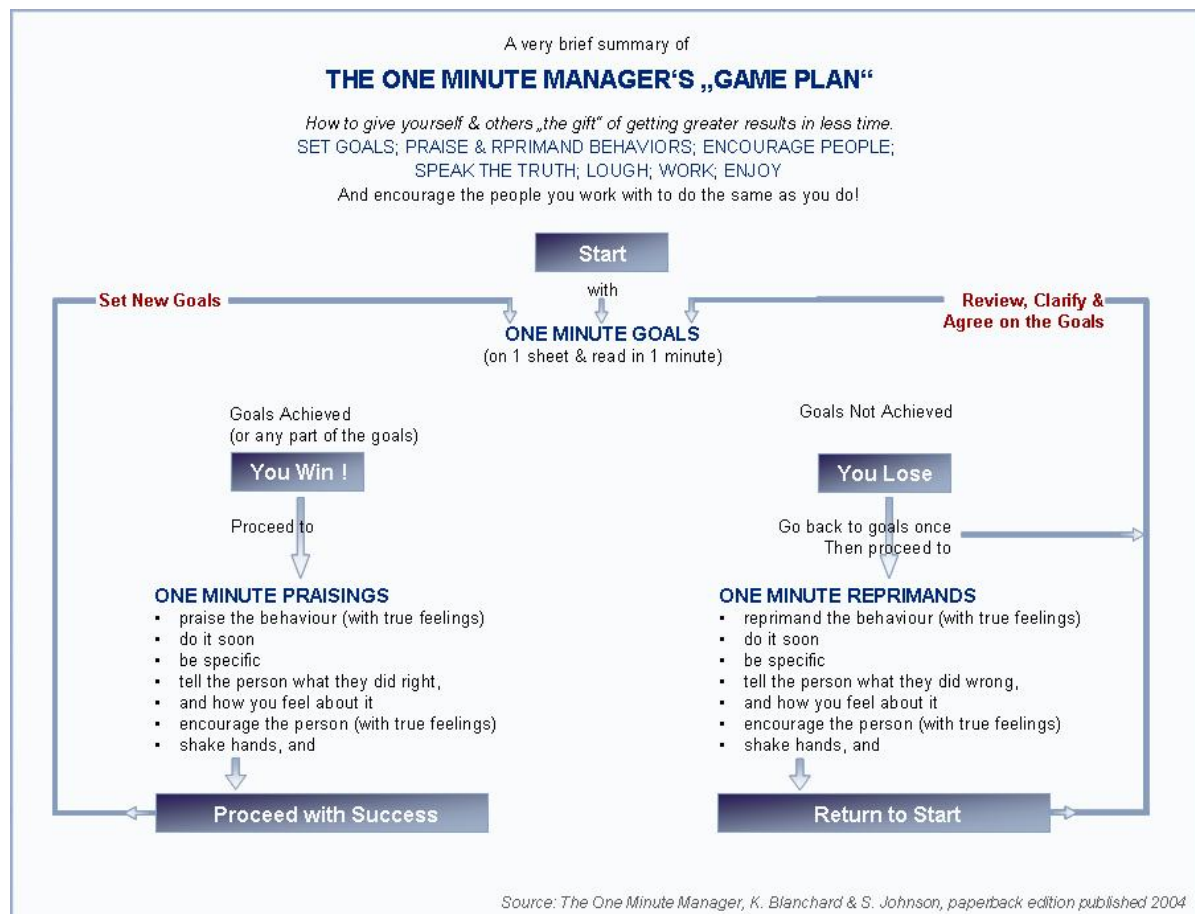
2. Reprimand people immediately
3. Tell people what they did wrong – be specific
4. Tell people how you feel about what they did wrong – and in no uncertain terms

1 The One Minute Manager, K. Blanchard & S. Johnson, paperback edition published 2004

The second half of the reprimand:

5. Stop for a few seconds of uncomfortable silence to let them feel how you feel
6. Shake hands, or touch them in a way that lets them know you are honestly on their side
7. Remind them how much you value them
8. Reaffirm that you think well of them but not of their performance in this situations
9. Realize that when the reprimand is over, it's over.

2. The One Minute Manager's "Game Plan"



3. Useful Advices ...

Enclosed some expressive phrases by K. Blanchard and S. Johnson /2/ which can also be seen as useful hints to manage your business.

- People who feel good about themselves produce good results
- Help people reach their full potential – catch them doing something right
- The best minute I spend is the one I invest in people
- Everyone is a potential winner – some people are disguised as losers, don't let their appearances fool you
- Take a minute:
look at your GOALS
look at your PERFORMANCE
see if your BEHAVIOR matches your goals
- We are not just our behaviour – we are the person managing our behaviour
- Goals begin behaviours – Consequences maintain behaviours

2 The One Minute Manager, K. Blanchard & S. Johnson, paperback edition published 2004