

Clear Instructions – Precise Results



Giving instructions is a normal job for a manager. Still, many managers have problems with this because they feel like they are giving commands and they don't want their employees to just 'take orders'. But instructions are not commands – they are rather a form of delegation which means that the manager provides the instructions and observes the process and the results.

Instructions are - especially in stressful times or when the tasks are not routine - an essential leadership tool. In this case, clear and direct instructions are more effective than discussions and meetings, which only serve to extend the transfer of responsibilities more slowly. Therefore, direct, clear, unambiguous instructions are essential. Regardless of whether the instructions are given verbally or in writing, there are some basic rules to consider:

Clear communication

The clearer you give the instruction, the better the result will be. This includes:

- The exact definition of the task
- The description of the expected result
- The deadline for completion of the task
- Details for resources and support available

For complex tasks it is useful to get feedback from your employees. Let them repeat or summarise the instructions for the task in their own words in order to make sure that the process and results are clearly understood.

Do not apologise

Never say, "I'm sorry for the short notice..." There's nothing to apologise for or to rationalize – in doing so you minimise your authority. You are the boss and you know why this task is important and you certainly had your reasons for 'why?' and 'who?' when you delegated it.

4 Tips for Effective Instructions:

- Define the task, the expected result, the deadline and the resources clearly.
- Have the employee repeat instructions for complex tasks.
- Do not apologise. Instead, explain the overall purpose.
- Verify the results.

Clarify the whole purpose of your instruction

Instead of an apology, explain why the task is urgent and necessary. This helps your employees to be more motivated to complete the task. If the overall purpose of a task is understood, your employees will more easily accept uncomfortable tasks and decisions.

Verification of results

Each instruction requires a verification of the result. Make sure that your aim is not to control the person, but the result.

You can find more information about improving your skills in the area of time management and delegation in our '**Priorities Organisation Planning**'[®] **BEITRAINING**[®] programme

Quotation of the month:

"In the end, all business operations can be reduced to three words: people, product, and profits. Unless you've got a good team, you can't do much with the other two."

(Lee Iacocca)

BEITRAINING[®] strengthens its presence in the Rhine-Main area

BEITRAINING[®] opens another location in the Rhine-Main region. The new training centre of **BEITRAINING**[®] Rhein-Main Ost is located in Gelnhausen near Frankfurt.



Regional Franchise Owner Rainer Hartz will be providing support for small- and medium sized businesses (SME) in the areas of management, sales, service and personal growth training.

Beginning his career als a Material Planner, Rainer Hartz has worked as an Assistant to a CEO in the food industry, a Key Account Manager with a large insurance company and, most recently, a Group Manager with Arcor AG.



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