THE GOLDEN RULE & HOW TO PUT PEOPLE FIRST

How we achieve the strategy is to take care of people. Now this does not mean that we let them walk all over us by any means. Team members want to have clear expectations and be held to them.

To judge if you are doing what you need to create encouraging circumstances that will make our teams want to come to work as well as move up through the management level you need to ask yourself are you living by the Toppers Golden Rule.

“*Treat others BETTER than you would like to be treated”*

Living by the golden rule is how we ask if we are putting our team members first.

Are we?

* Listening
* Asking for Feedback
* Honoring requests off
* Providing schedules in a timely matter
* Respecting out times
* Scheduling appropriately so we are not short staffed
* Removing low performers that bring down the rest of the team

This can also be described through Care and Candor.

CARE- You have moved out of the level where people just work for you because of you title. The team feels like they are genuinely cared about. How to Do that?

* Ask how their day is.
* Remember things that they have going on.
* Treat them BETTER than you would like to be treated.

CANDOR- This is where you care enough about them to make them better. You don’t let them slide when you know they can do better. When you let people slide or perform mediocre then you are not leading them but doing a disservice to them. How do you do this?

* Consistently evaluate your teams.
* Coach on the spot, do not wait. The less frequently you coach the weirder it becomes when you do.
* Praise in Public and reprimand in private. Again think of treating others BETTER than you would like to be treated.
* Train them well. Make them as confident as they can possibly by using the tools and not promoting them before they are ready.