

Are You NICE Or Do You CARE?

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Most people and most managers want to be nice. After all, it's easier to be nice than to not be nice. But when we talk about being a manager, there is a difference between being nice and being NICE. A NICE manager can be pleasant to be around. They're friendly and helpful and avoid even the most remote semblance of confrontation.

How do you spot a NICE manager?

When someone brings them a problem, a NICE manager provides them with a solution.

When a report is late because the employee in question and their spouse went to a movie instead of completing the assignment, a NICE manager understands. After all, it's important to balance work and home.

When the presentation lacks clarity, or the conclusions aren't supported by the facts, a NICE manager thanks them for their efforts and doesn't dig any deeper.

And when the production numbers for the month are down for the 3rd consecutive month, a NICE manager clearly understands the reasons that are causing the problems and knows that they are not the fault of the employees.

A NICE manager avoids the controversy and confrontation that goes along with employees who are not quite performing up to par. A NICE manager defends their employees regardless of the situation, because there are always extenuating circumstances.

And that's the problem with a NICE manager. They always understand and always relieve the employee of responsibility.

What does it mean to be a NICE manager?

N – Nothing
I – Inside
C – Cares
E – Enough

Nothing inside cares enough to hold the employee accountable for their own actions.

Nothing inside cares enough to tell the employee when they are falling behind or failing.

Nothing inside cares enough to be willing to upset the employee, even if it is for their own good.

Nothing inside cares enough to help the employee achieve everything that they are capable of achieving.

Frankly, being a NICE manager doesn't really help the employee at all, because it leaves them without any accountability. It does no good for the manager either, as they now have more work to do.

Being a NICE manager is a "lose – lose" scenario.

As a manager, it is your responsibility to the company and to your employees to see that peak performance is achieved. You also have a responsibility to your employees to maximize their talents and growth, to see that they are ready for the promotions that may come their way, and to ensure that they learn the skills to achieve and succeed at higher and higher levels. You owe it to your employees to give them honest feedback on their

performance so that they can develop their own skills and prepare for their future. You can do it all in a positive, reinforcing manner.

That's the difference between being a nice manager versus a NICE manager.

Instead of being NICE, we suggest that you CARE.

A manager who CAREs will coach an employee on a problem, not assume the work for him.

A manager who CAREs will communicate with an employee when their work does not meet expectations and coach them until it does.

A manager who CAREs will identify the talents in their people, help cultivate those talents to even greater levels, and coach them in areas where they can still develop.

What does it mean to CARE?

C – Coaching
A – Allows
R – Real
E – Excellence

So you have two clear choices. You can be NICE to your employees, or you can CARE.

Which will you choose?

An engaged and energized workforce leads to higher productivity, reduced costs, improved customer service, and increased profitability. Employee engagement happens when your Corporate Culture, Leadership Style, and Employee Expectations are in synch.

The Fusion Program from ECI Learning Systems is designed to align these 3 concepts in your organization – engaging your employees and creating positive energy that will propel your company to new heights.

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