

THE ART OF GOOD TEACHING
(Jack H. Grossman, SKY March 1995)

Outstanding managers are like outstanding teachers.

Behaviors of outstanding managers and teachers are not governed by techniques, but by their respect for the people under their influence and by a desire to see them succeed. That's why, according to investigations, the common thread running through both lists is an attitude that could best be described as genuine caring.

How genuine caring is exhibited
Ten qualities outstanding managers and teachers share

1. Both really listen.
2. Both take an interest in people under their influence, not just as employees or students, but as people.
3. Both are clear about their expectations.
4. Both are eager to transmit their knowledge or insights to their "students."
5. Both reinforce positive behaviors and discourage unacceptable performance.
6. Both can be trusted to fulfill promises and not to make promises they cannot fulfill.
7. Both are flexible and, therefore, open to new ideas.
8. Both have a good sense of humor and are enthusiastic about what they do.
9. Both challenge and set standards that motivate the people under their influence to produce the very best they can.
10. Both are in control of their respective environments.