

# COACHING TIP

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## HUMAN ASSETS OF SUCCESSFUL MANAGERS\*

- Steps up and can make tough decisions; pulls the trigger.
- Good communicator, good listener, and likes the interaction with people.
- Offers innovative ideas and effective solutions to critical operational problems.
- Understands his/her personal weaknesses and build a complimentary team to fulfill the tasks at hand, covering individual weaknesses.
- Knows how to build trust among the people around him/her; very credible.
- “Vision” seems to be his/her forte; their thought process just seems right for the organization and its future success.
- Has good timing. Seems to know what is right for the organization at the right time; asks penetrating questions and exercises good judgment.
- Has the “Arnold Palmer” factor; the magnetism. Exercises “people skills;” people just want to be around this person as a mentor and as a leader.
- Has a deep understanding of how the company makes money and appreciates the contribution of each individual department to that end.
- Demonstrates “marketing skills” and helps create a “customer focus” in the organization.
- “High energy” person who is results oriented. And, knows how “to keep many balls in the air” but has an excellent sense of priority.
- Is open to new ideas and is willing to change his/her point of view.
- Smart person in terms of I.Q. but, more so, has “street smarts;” intuitively perceives patterns of external change and can adapt “vision” to these changes.
- Has “quick study” characteristics. Is always curious, an observer, who acts rather than reacts.
- Has a track record of personal success. Strong record of extra-curricular activities in college and in career, helping to make her/him a well-rounded individual.
- Understands the concept of “value creation” and the relationship to the top line and bottom line.
- Has high moral/ethical standards and brings a sense of integrity to the company.
- Has a track record of removing “barriers to change” and is not content with the “status quo.” In most cases believes that “sacred cows make the best hamburger.”
- Loves interaction with “stakeholders.” Loves the job, the people, and loves spreading the word.
- Has a “life,” not just the work place. Is well read, knows how to get educated well beyond formal education. Is up on current events. Has a handle on what’s happening out there.
- Knows how to balance work life and personal life.

\*Excerpted with permission from “Return of the Body Snatchers” by Cary Blair & Ron Watt  
Available from [www.amazon.com](http://www.amazon.com) or [www.bn.com](http://www.bn.com)