

25. Don't be upset by moderate grouching.
26. Use every opportunity to build up in members a sense of the importance of their work.
27. Give your members goals, a sense of direction, something to strive for and to achieve.
28. Keep you members informed on matters affecting them.
29. Give members a chance to take part in decisions, particularly those affecting them.
30. Let your members know where they stand (evaluations).

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30 Rules for Getting Things Done through People

1. Make the members in your organization want to do things (motivation/rewards).
2. Study members and determine what makes each tick (assessment).
3. Be a good listener.
4. Criticize constructively.
5. Criticize in private.
6. But praise in public (thank you!).
7. Be considerate.
8. Delegate responsibility for details to members (also authority).
9. Give credit where it is due.
10. Avoid domination of “forcefulness”.
11. Show interest in and appreciation of the other fellow (awareness).
12. Make your wishes known by suggestions or requests.
13. When you make a request or suggestion be sure to tell the reasons for it.
14. Let your members in on your plans and programs even when they’re in an early stage (organization).
15. Never forget that the leader sets the style for his members.
16. Play up the positive.
17. Be consistent.
18. Show your members that you have confidence in them and that you expect them to do their best (self and group expectations).
19. Ask members for their counsel and help.
20. When you’re wrong or make a mistake, admit it.
21. Give courteous hearing to ideas from members (brainstorming).
22. If an idea is adopted, tell the originator why (justification).
23. Give weight to the fact that people carry out best – their own ideas.
24. Be careful what you say and how you say it.