



## **The Manager's Magic Potion™**

The Potion helps you:

- Identify and motivate your star employees
- Identify performance problems
- Delegate more effectively
- Develop your staff
- Save loads of time
- Become a tremendously better manager

The Potion is deceptively simple. It consists of five inquiries:

1. TELL ME MORE.
2. WHAT HAVE YOU DONE SO FAR?
3. WHAT ARE YOUR NEXT STEPS?
4. WHAT OBSTACLES DO YOU FORSEE?
5. HOW CAN I HELP?

The Potion is a philosophy based on the principal that managers should resist the temptation to solve problems themselves and instead build employee capability to solve problems.

(Bonus: The Potion can be applied to other facets of management and personal life. Works great with spouses too!)

### **How to Use the Manager's Magic Potion**

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| Step 1 | A person brings a problem / concern / complaint / circumstance to your attention.                              |
| Step 2 | Give the person your undivided attention (full eye contact, open body language, no typing, no phone checking). |
| Step 3 | Follow The Potion's 5 inquiries (above) to guide the conversation. Be genuine, curious and patient.            |
| Step 4 | Enjoy the resulting benefits of using the The Potion.  |

It's Magic!