



# **Top 10 Skills**

Every Manager Must Have

<https://www.nbrii.com> > [employee-survey-white-papers](#) ⋮

## 10 Things Employees Dislike Most About Their Employers

ⓘ About featured snippets • 🗨 Feedback

<https://www.linkedin.com> > [pulse](#) > [top-four-complaints...](#) ⋮

## Top Four Complaints Bosses Have About Employees - LinkedIn

Jul 9, 2015 — Un-un-un: Unreliable, untrustworthy, unprofessional! When **employees** are unreliable, leaders lose credibility and standing with their peers.

### People also search for

<a href="#">common employee complaints</a>	<a href="#">3 things you dislike about your company</a>
<a href="#">types of employee complaints</a>	<a href="#">what do you dislike the most in life</a>
<a href="#">how to complain about team leader</a>	<a href="#">top complaints from employees about their leaders</a>

People also ask

**What is your  
job?**

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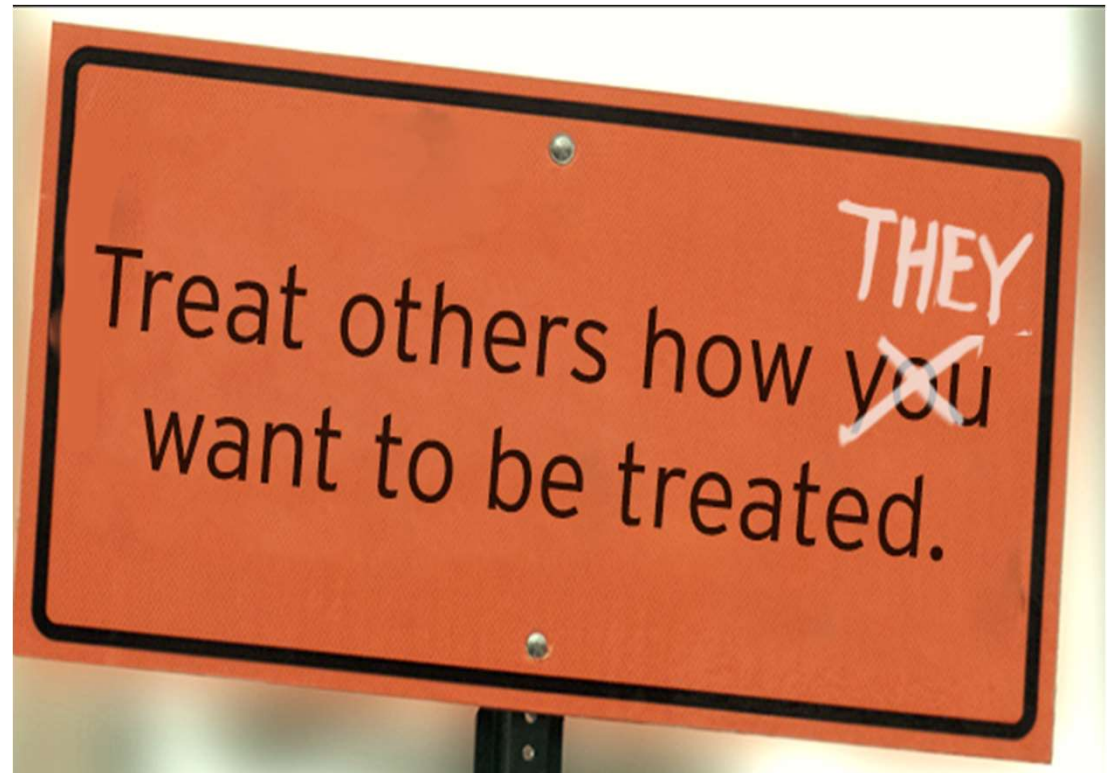
What they  
**REALLY** want.....

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# 1. Walk in their shoes

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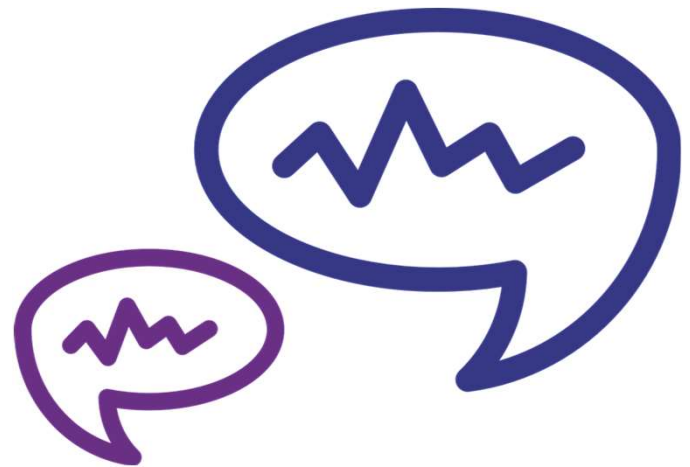
- Sales styles
- Empathy and Understanding
- Connection vs Data



# What you can do:

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- Listen!
- Watch for cues
- Talk WITH. not AT.
- Learn new techniques
- Make it about them!
- Practice. Practice. Practice.





## 2. Say “No” the right way

I wish we could;  
However, this is  
what we can do.

## Saying No to customers Means

You still care for them

You still value them

You still need them

You still want to hear from them



## HOW TO SAY NO

**1** All ears to their request  
and demand

**2** Decline with respect

**3** Explain the limitation and  
focus on what you can

**4** Offer them other  
alternatives

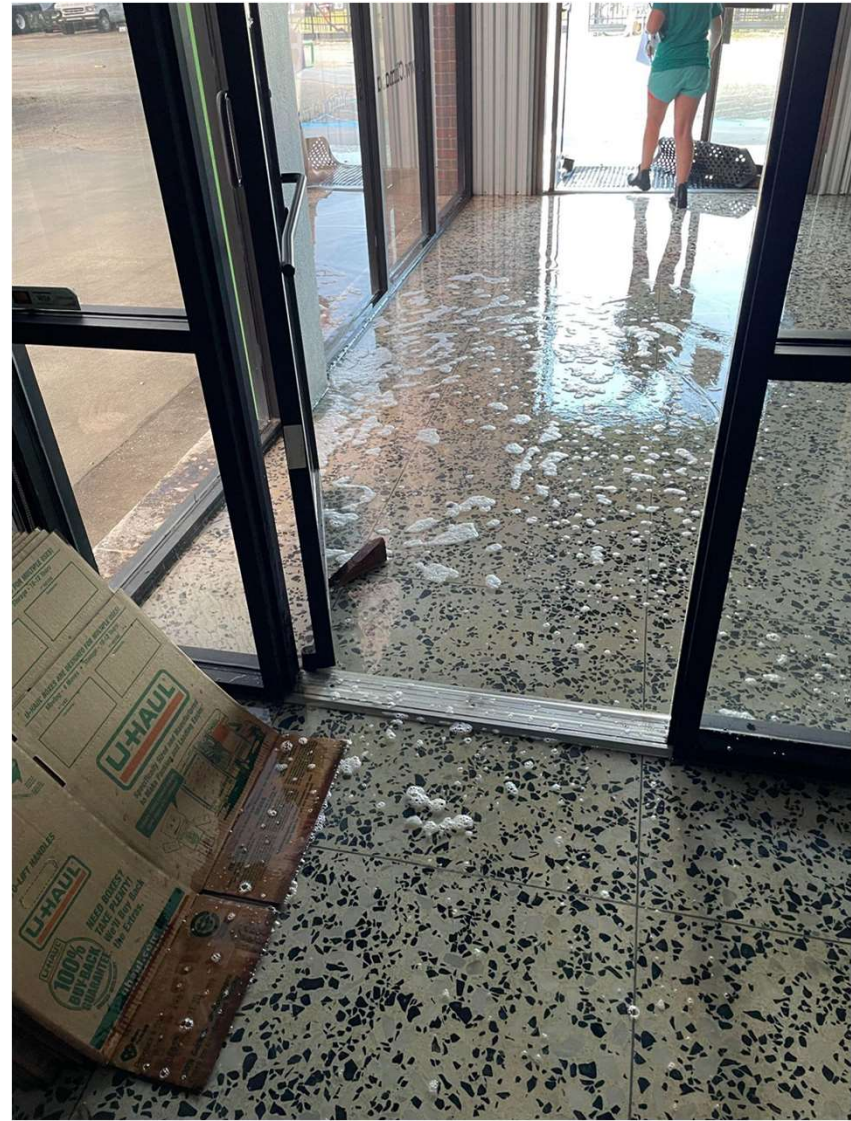
**5** Open for feedback

## 3. Be Proactive

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- What can be fixed today to eliminate an emergency tomorrow?
- “It’s always been that way.”
- Get gas before the storm.
- Small repairs over big improvements









# Weekly/Monthly Plan

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- Walkthrough 2x/week
- Mop hallways
- Blow/Sweep any areas gathering gravel, leaves or debris
- Wipe customer keypads
- Restock retail
- Contact failed autopay
- Clean windows
- Supply check
- Thermostat settings correct
- Office declutter
- Vacant units - rent ready
- Light check - outside & inside
- Replace A/C filters
- Carts in working order
- Inspections up to date (fire, sprinkler, elevator)
- Check signs/decals around store
- Retail/Company unit clean and organized
- A/C unit working
- Fence line secure
- Marketing materials up to standards
- Pest control current and effective
- Roof, downspouts, gutters - clear
- Email cleaned and in order

An ounce of prevention is  
worth a pound of cure

# PROACTIVE

AHEAD OF SCHEDULE  
MINIMAL PENDING TASK LIST  
PERCEIVED AS STAR  
PEACE OF MIND



worldtravelstudio  
COM

# REACTIVE

BEHIND SCHEDULE  
LONG PENDING TASK LIST  
PERCEIVED AS FAILURE  
NO PEACE OF MIND



**BEING PROACTIVE IS MORE THAN TAKING INITIATIVE.  
IT IS RECOGNIZING THAT WE ARE RESPONSIBLE FOR  
OUR OWN CHOICES AND HAVE THE FREEDOM TO  
CHOOSE BASED ON PRINCIPLES AND VALUES RATHER  
THAN ON MOODS OR CONDITION. PROACTIVE PEOPLE  
ARE AGENTS OF CHANGE AND CHOOSE NOT TO BE  
VICTIMS, TO BE REACTIVE, OR TO BLAME OTHERS.**

**- STEPHEN COVEY -**



## 4. Time Management/Self Starter

1. Takes initiative - Recognize what needs to be done and do it
2. Disciplined - Value short-term sacrifice over long-term reward
3. Always learning and improving - Continue to the next level of growth
4. Driven - Intrinsically motivated to do well
5. Goal - Oriented - Life is full of energy and purpose



## 5. Solve problems. them.

### Solve Problems:

- Are you capable?
- Are you competent?
- Have you done it before?
- Is it reversible ?

## Don't create

### Create Problems:

- "This is broken"
- Where are the boundaries?
- Don't pass the monkey!
- DIY vs Professional

**IF THINGS  
GET ANY  
WORSE,  
I'LL HAVE  
TO ASK  
YOU TO  
STOP  
HELPING.**

## 6. Team Player



- Take responsibility
- Present solutions
- Look for ways to add value



- Shift blame
- Present problems
- Always needing more





*Train employees to avoid the kind of answers your customers hate to hear.*

## 7. Be a pillar

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- For every 10 managers you have worked under chances are you would only want to work for 2 or 3 again.
- Maybe 1
- Maybe 0

## 7. Be a pillar



What makes them that way? Are they naturally gifted?

## 7. Be a pillar



50% of great managing is rooted in hardwired tendencies, the other half comes from experience and ongoing development



## 7. Be a pillar



**Motivation-**Inspiring teams to get exceptional work done

**Workstyle-**Setting goals and arranging resources for the team to excel

## 7. Be a pillar

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**Initiation**-Influencing others to act: pushing through adversity

**Collaboration**-Building committed teams with deep bonds

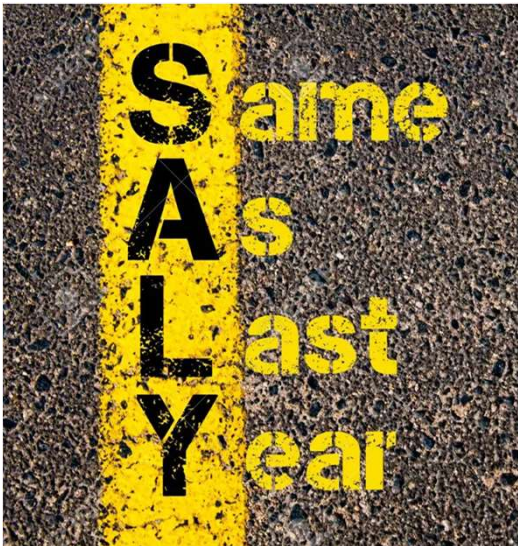
## 7. Be a pillar



**Thought Process**-Taking an analytical approach to strategy and decision making

## 8. Don't accept SALY

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Try saying:

- “Have you thought about.....”
- “Why do we.....”
- “I’ve noticed.....”
- “When X...Y happens”

Look at:

- Rental process
- Payments
- Move in/out
- Pain points
- Recurring customer issues
- What just doesn’t make sense!
- If it were you.....

## 9. Find the real problem

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Sometimes the  
PROBLEM is not the  
PROBLEM.

Nor is the  
SOLUTION always  
the SOLUTION.

A real life case study in root cause analysis:

# The 5 Whys

**PROBLEM: THE WASHINGTON MONUMENT  
WAS FALLING APART.**

Why? Because harsh chemicals were used to clean it.

Why? Because of all the bird droppings.

Why? Because birds feasted on all the spiders there.

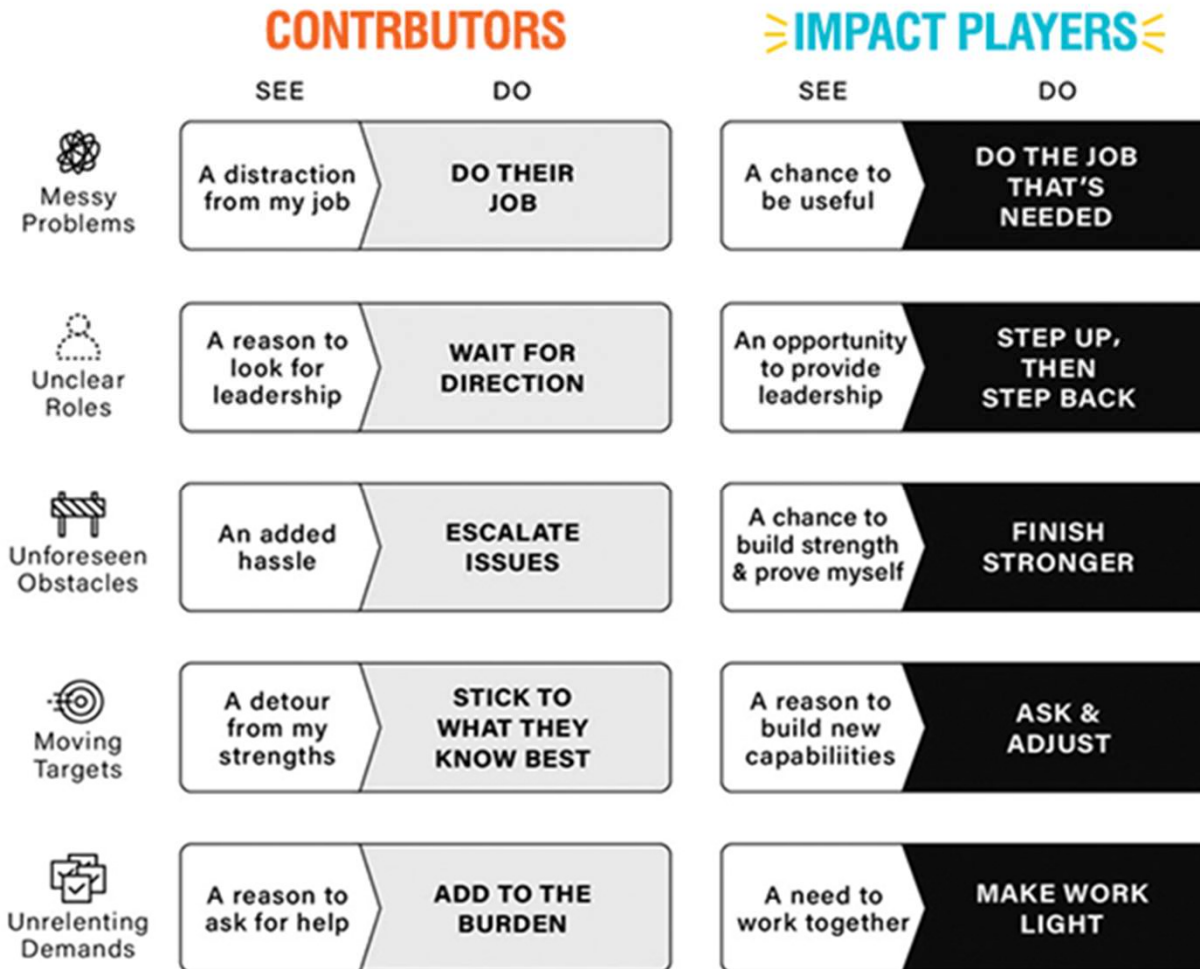
Why? Because spiders feasted on all the gnats there.

Why? Because gnats were attracted to the lights at dusk.

Why? Because the monument was 1st to turn its lights on.


**SOLUTION: TURN THE LIGHTS ON 30  
MINUTES LATER!**

# 10. Impact Player





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