



HYDER & ASSOCIATES MANAGEMENT REPORT

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WISDOM

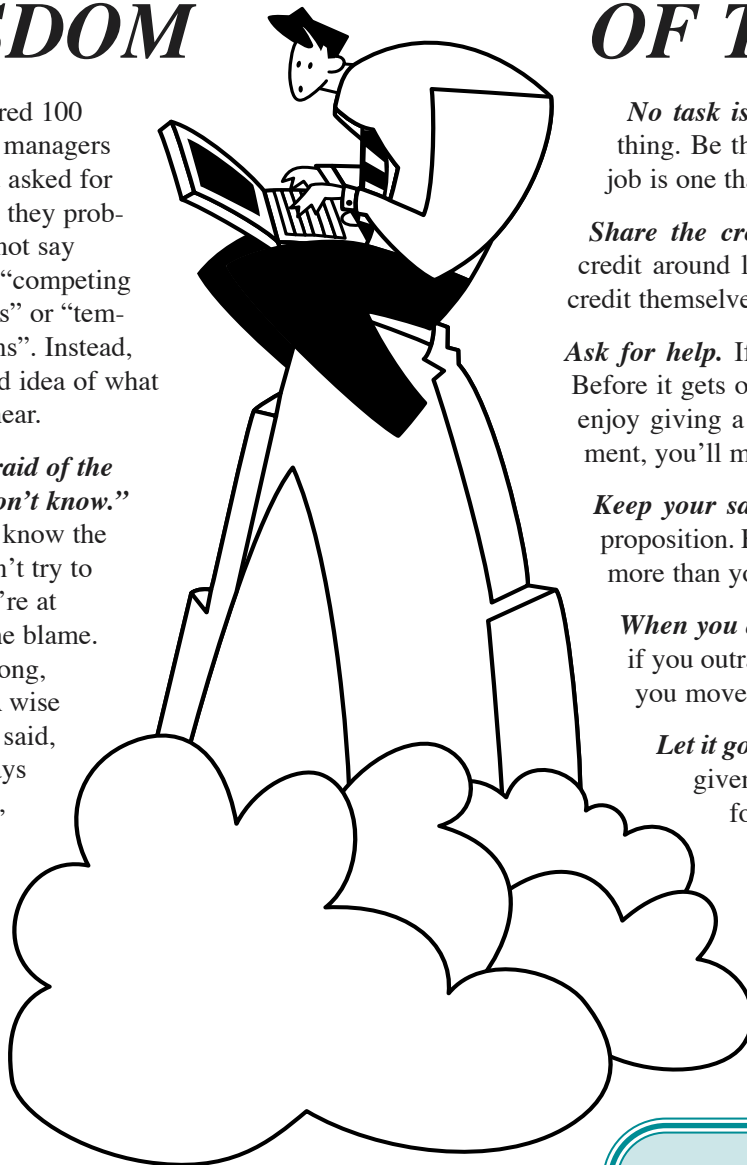
If you gathered 100 experienced managers together and asked for their advice, they probably would not say much about “competing value models” or “temporal rhythms”. Instead, this is a good idea of what you would hear.

Don't be afraid of the phrase “I don't know.”

If you don't know the answers, don't try to bluff. If you're at fault, take the blame. If you're wrong, apologize. A wise person once said, “If you always tell the truth, you never have to remember anything.”

Never gossip. If someone wants to gossip with you, politely say

you're not interested. This corporate adage rings true: when someone gossips, two careers are hurt – the person being talked about, and the person doing the talking.



OF THE AGES

No task is beneath you. Don't think you are above anything. Be the good example and pitch in – especially if the job is one that nobody wants to do.

Share the credit whenever possible. Managers who spread credit around look much stronger than those who take all the credit themselves.

Ask for help. If you think you're in over your head, you are. Before it gets out of hand, ask someone for help – most people enjoy giving a hand. Besides saving yourself from embarrassment, you'll make a friend and an ally.

Keep your salary to yourself. Discussing salary is a no-win proposition. Either you'll be upset because someone is making more than you, or someone will be upset with you.

When you don't like someone, don't let it show. Especially if you outrank them. Never burn bridges or offend others as you move ahead.

Let it go. What shouldn't happen often does: You weren't given the project you wanted. You were passed over for the promotion you deserved. Be gracious and diplomatic...and move on. Harboring a grudge won't advance your career.

When you're right, don't gloat. The only time you should ever use the phrase: “I told you so” is if someone says to you: “You were right. I really could succeed at that project.”

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COMPLIANCE CORNER

THE COST OF JOB SHADOWING AND TRAINING: WHO PAYS WHOM?

Can an employer require the applicant to undergo orientation by viewing the job for a full day without pay?

According to the Department of Labor (DOL), the answer is “yes”, as long as the applicant is clearly informed that they have not been hired prior to the orientation and they perform no work for the employer.



To stem its high turnover rate, an employer decided that each applicant would be required to “job watch” for a day to decide whether they wanted to take the position. The applicant could decide to leave at any time during the day. However, if the job was offered, they had to spend the entire shift watching the employees perform the job. During this period, the applicants were advised in writing that they will not perform any productive work or assist any employee, nor will they be paid for this time. They were also advised that there was no guarantee of employment.

In a recent opinion letter, the DOL blessed this arrangement as long as a few conditions are met. An unpaid job view orientation is acceptable under the Fair Labor Standards Acts if:

1. the training is similar to what the applicants would receive in a vocational school
2. it benefits the applicants
3. no regular employees are displaced
4. the employer may gain no benefit from the applicant during the job view
5. it must be made clear that no wages will be paid
6. there is no guarantee of employment

SOURCE: HR Fact Finder, September 2009

HOUSING AGENCIES REQUEST COMMENT ON RECORDS RETENTION PROPOSAL



The federal Housing Finance Agency (FHFA) is proposing a record retention regulation. The proposed regulation would set forth record retention requirements with respect to the record management programs of the Federal National Mortgage Association, the Federal Home Loan Mortgage Corporation, the Federal Home Loan Banks, and the Office of Finance consistent with the safety and soundness authority of FHFA under the Federal Housing Enterprises Financial Safety and Soundness Act of 1992, as amended.

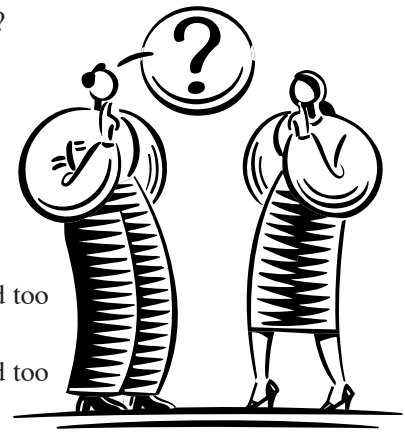
Comments on the proposed regulation must be received in writing on or before October 5, 2009.

SOURCE: Washington Policy Brief, September 2009

HOW TO MANAGE WITH QUESTIONS

The art of management often involves asking questions. Lots of them. Here’s a list of ten questions to ask as you travel throughout your organization. If you ask these questions as part of your routine, you’ll teach your people that their opinions matter.

- What took too long?
- What caused complaints today?
- What was misunderstood today?
- What cost too much?
- What was wasted?
- What was too complicated?
- What didn’t make sense?
- What made you mad today?
- What job involved too many people?
- What job involved too many actions?



HOW TO GET THE BUDGET YOUR DEPARTMENT NEEDS



It's that time of year when budgets for 2010 need to be prepared. Getting a budget approved can be a difficult process, especially as companies try to cut back and reduce expenses.

When you begin working on your budget proposal, resist the temptation to take an adversarial approach. Instead, concentrate on what your organization needs and how well your department can provide support for those necessities.

STEP #1: Decide on your needs. Instead of demanding every cent available, take a good look at what your department really requires in order to function.

STEP #2: Evaluate the company's needs. Justify each item according to your company's requirements. You'll be able to define your proposal in a meeting by saying: "Our goal this year is to do A, which means my department must do B and C. To do that, we need..."

STEP #3: Consider the consequences. Describe the consequences to the company if your budget requirements are not met. This will help you argue persuasively.

STEP #4: Examine last year's budget process. Compare what you asked for last year to what you received. This will help you tailor your proposal to upper management's viewpoint. Also, take a look at what you could have accomplished if you'd gotten the budget you asked for.

OPTIMISM ISN'T ALWAYS THE KEY TO SUCCESS

Many management experts are now saying that pessimists make great managers. Why? Because they're always thinking of what could go wrong and are coming up with solutions to problems – just in case the worst happens. So if you're an optimist, force yourself to write down everything that could go wrong with new projects, ideas, employees, etc. Once you do this, you'll naturally be prepared with solutions, if disaster strikes.

SHARON HYDER, CMC, CRM ANSWERS YOUR MANAGEMENT QUESTIONS

ARE YOU WAITING TOO LONG TO COMMUNICATE A CHANGE?

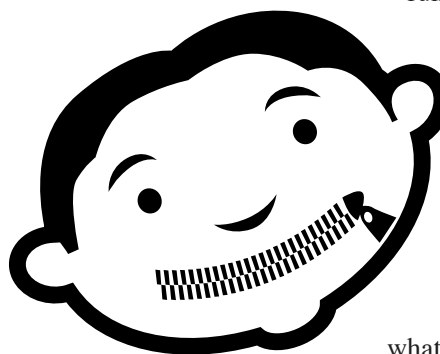


For the past year, our organization is laying off personnel every quarter. Now there are rumors of a takeover.

Do you have any suggestions on how to handle these rumors?

If there is a big change happening in your organization, you need to start communicating now. Do not wait until you're exactly sure of every detail before sharing what you know with your team.

The rumor mill is turbocharged by e-mail these days. By the time you get around to crossing every "t" and dotting every "i", your team will be awash with rumors. Remember: in business, there's no such thing as a good rumor; when employees fill in the blanks, they fill them in with bad news.

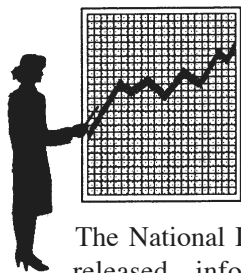


It's okay to communicate half the picture, if that's all you know. Say to your employees: "Here's what I know now. It's not complete, and it may change tomorrow, but I want to keep you in the loop."

FAMOUS QUOTE

The world has the habit of making room for the man whose words and actions show that he knows where he is going.

— Napoleon Hill



Trends...

MOBILE IDENTIFICATION DEVICES

The National Institute of Standards and Technology has released information regarding devices that are proliferating. These devices gather, process, and transmit an individual's biometric data – fingerprints, facial images, and iris images for identification. Previous work on standards for these biometric devices has focused primarily on getting different stationary and desktop systems with hardwired processing pathways to work together in an interoperable manner. But new generations of small, portable, and versatile biometric devices are raising new issues for interoperability.

The proliferation of smaller devices including advanced personal digital assistants (PDAs), ultra-portable personal computers and high-speed cellular networks has made portable biometric systems a reality.

The new mobile biometric devices allow first responders, police, the military, and criminal justice organizations to collect biometric data with a handheld device on a street corner or in a remote area and then wirelessly send it to be compared to other samples on watch lists and databases in near real-time. Identification can be determined quickly without having to take a subject to a central facility to collect his or her biometrics, which is not always possible.



Soldiers are beginning to use these devices to control access to secured areas, and first responders can use them to ensure that only approved workers are onsite during an incident or investigation.

SOURCE: National Institute of Standards and Technology, September 2009



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MANAGEMENT REPORT

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