



Management Improvement Ideas

1. Hire for culture-fit as much as competence.
2. Identify and manage to clear and specific performance standards for each staff person and for the department/program as a whole.
3. Capture internal best practices wherever possible and use this information to guide performance.
4. Design a formal management system that tracks and forecasts volume and service requirements; be wary of being too ad hoc.
5. Create staffing plans and hours of operation based on true volume patterns (daily, weekly, and seasonally).
6. Weigh the pros and cons of block scheduling versus appointment scheduling and consider hybrid approaches.
7. Cross-train staff as widely as possible.
8. Share staff across programs or departments based on actual resource needs rather than departmental budgeting.
9. Develop interdepartmental quality control and process checklists.
10. Manage closely to your budget and clearly understand what expense items are variable versus fixed.
11. Understand the true cost of service on a per-unit basis and create benchmarks for each program or service area.
12. Centralize purchasing of supplies across all departments/programs; designate key purchasing point-person.
13. Track unbillable or non-client/customer service times to identify potential inefficiencies or variability of standards.
14. Provide rewards (financial and non-financial) for individuals or teams who exceed benchmarks or achieve “personal best” status.
15. Foster a culture that breeds contingency planning (“What If” scenarios).
16. Whenever possible, base decisions on data or information, not opinions; track the results of your decisions.
17. Collect customer feedback data on a regular basis; use this information to influence decision-making and evaluate individual staff performances.
18. Collect employee feedback data on a semi-regular basis; use this information to influence decision-making and evaluate individual supervisor/manager performances.
19. Reward risk-taking wherever possible as long as it is prudent to do so; push everyone to exceed their own comfort zone of responsibility.
20. Create a culture that learns from its mistakes instead of assigning blame.