

HR Tips from Express



Coaching Employees

Test your knowledge regarding coaching employees with these true or false questions. Answers are on the next page. Contact your local Express Personnel Services for more information or assistance with staffing and HR issues.

1. As a manager, you are responsible for making sure your employees never make mistakes.
2. The single greatest expense in most companies is payroll.
3. As a manager, it is your responsibility to make all the decisions.
4. A manager's main function should be controlling their direct reports.

HR Quiz from Express



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1. As a manager, you are responsible for making sure your employees never make mistakes.

False: Although no manager wants their employees to make mistakes, you don't want to stifle the enthusiasm of your employees. Managers should accept the fact that mistakes are okay under certain conditions. Your role should be to use mistakes as learning opportunities to further develop your employees.

2. The single greatest expense in most companies is payroll.

True: Payroll is the biggest single expense for most companies, making employees the biggest investment.

3. As a manager, it is your responsibility to make all the decisions.

False: This was true of the old command-control management style. When using the coaching style of management, you want to encourage your employees to participate in the decision-making process because it encourages them to take ownership in projects. Keep in mind that often times employees become disengaged when they are told exactly how to do their jobs and are required to go directly to their manager for answers and problem solving.

4. A manager's main function should be controlling their direct reports.

False: If you want to adopt coaching as a management style, you should strive to create an environment that fosters learning and independent thinking. This cannot be achieved if you are trying to control or micro-manage your employees. You need to give them freedom to take actions and make decisions on their own.

Scoring

4: If you got a perfect score, great job! Contact your local Express office to find out how you can receive information to stay current on this topic and other HR issues.

3: You're on top of your HR game! Your local Express office is always available to help you solve any HR challenges you're facing. In this litigious world, it's nice to have someone help you answer the tough HR questions.

2: Call Express today to find out how we can conduct an HR audit for you.

0 - 1: Keeping up with everything in the HR world is tough, but Express can enhance your HR team. Check out our HR Hotline, a service that connects you with experts who are ready to answer your questions and help solve your HR challenges. Contact your local Express office today.