

Bill Griffin's Tips for Management Success

1. Education
 - a. Stay on top of and utilize cutting edge technology and products
 - b. Share what you learn, give back, pass it forward
 - c. Constantly educate yourself and others
 - d. Stay in touch with your industry
 - e. Support and be involved in your local and national Associations
2. Build a Community, provide an environment of encouragement, incentives and opportunity for all.
3. Change the dynamic of having to come to work to wanting to come to work
4. Realize it not what you do for yourself, but what you do for others that will determine your success.
5. Your primary responsibility it to attract, develop and retain the best people you can find.
6. Reduce, Reuse and Recycle, Sustainability in Everything You Do
7. Provide Advancement Opportunity
8. Hold the line on Costs
9. Strive for Continuous Process Improvement in everything you do. Challenge yourself and others daily.
10. Accept responsibility, expect the best and hold other accountable – Make and accept no excuses
11. Put things in writing, define, share and focus on departmental, organizational and personal goals
12. Keep a positive attitude, look for the silver lining in all challenges and mishaps
13. Love what you do and you'll never work a day in your life
14. Learn from and forget the bad stuff as fast as possible. Don't let it ruin your day.
15. Focus on the customer's needs while providing quality and professional service. It's not about you.
16. Realize and accept the fact that you'll never get it all done
17. Realize that you can't know everything, but you cab find the information you need and figure it out.