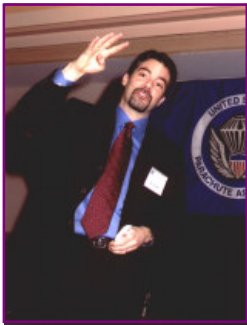
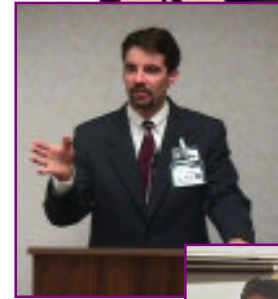


# Conference Speaking

by  
David Jeffrey

Introducing  
A New Presentation:

# “Managing By Exception”



- ➔ Can Leaders manage... Can Managers lead?
- ➔ The “Dos and Don’ts” of leading today’s workforce
- ➔ Who today’s employees are and what they want
- ➔ What conventional “management” wisdom says and why it is often so wrong
- ➔ The difference between employee “skills” and employee “talents”
- ➔ Motivating your staff based on outcomes, not on the steps taken to get there
- ➔ Why the best managers focus on employee strengths rather than weaknesses
- ➔ Why mediocre managers focus too much on “fixing” employees
- ➔ How the best managers spend more time with the “best” employees and why
- ➔ Excellence, not average, should be the measuring stick
- ➔ Employee strengths can both help and get in the way... And what to do about it
- ➔ The new rule of change:

*People don't change that much  
Don't waste time trying to put in what was left out  
Instead, try to draw out what was left in  
That is hard enough!*

- ➔ **AND**, The Golden Rule is Rubbish!  
“That’s no way to manage your employees”  
and why Mom doesn’t want a toy red truck for Xmas!

## Other presentations:

*Customer Service: Creating Focus  
Managing Generation X  
Teamwork: Getting To The Real Deal*

