

MTD Quick Tips

The Five Most Important Words

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The Five Most Important Words

Listening to your staff is such a vital skill yet many managers neglect this!

Your staff will give you clues as to how they need to be treated.

Some will want you to lift them up, others will want you to calm them down! Each individual is different.

However, no matter what their preferences are, everyone wants and needs recognition.

One of the very most important things you can do as a leader is to praise and recognise your staff.

In fact, the five most important words a manager can speak are:
"Well done, you did great"

The four most important are:
"What is your opinion?"

The three most important are:
"If you please"

The two most important are:
"Thank you"

And the most important single word of all is "You"!

Are you using these?

If not, get to it right away!

Live, love and laugh

Sean

Sean McPheat
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About Sean McPheat



Sean McPheat

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Founder and MD of international management development firm MTD Training, Sean McPheat is widely regarded as a leading authority on modern day management and leadership.

Sean is a bestselling author, and has been recognised for his own business building skills through the **British Business Awards** and has been featured in the **Who's Who Of Britain's Business Elite**.

He has been a regular judge for the UK's Young Enterprise Programme but was not as horrible as Simon Cowell (well almost!)



Sean has been featured on **CNN International, the BBC, SKY, ITV, The Guardian, Forbes, Arena Magazine, Marketing Weekly, Business Zone, Winning Edge** and radio stations such as BBC WM and LBC (London's Big Conversation).

Sean has over **250 media credits** to his name and his weekly email tips go out to over **60,000 people** interested in management and development strategies.

Sean is also a **much sought after media figure and motivational speaker** on all topics related to management, HR, business improvement and entrepreneurialism.