

THE MANAGER'S TOOLBOX

Tip of the Week for McDonald's Managers

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Week 3

Don't Play Favorites

A good manager treats all team members fairly and is seen as fair. Favoritism isn't fair and it destroys teamwork. Favoritism usually comes in 2 ways; you give your favorites the jobs and schedules they want even if they don't deserve them; and you don't hold your favorites accountable when they make mistakes. This is wrong, unfair, and makes you a bad manager.

When favoritism is seen, the non-favorites stop trying because they know they cannot win, and the favorites stop trying because they know they'll get what they want even though they don't deserve it. As a result, every member of your team may perform worse and you as a manager will fail.

However, fair treatment doesn't mean treating everyone the same. As long as the best shifts and jobs go to the best performers, that is fair. Everyone can be a top performer and therefore everyone can get the best jobs and schedules.

When you treat everyone equally, you create an environment where employees feel valued and respected; they want to try hard. This sense of fairness can boost morale, and lead to a better and more productive workplace.

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