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Management Professionalism – 2

Teachable Moments

“Certain actions on the part of managers and supervisors will cause problems for the club. The following basic guidelines will help you avoid problems and set the proper example for those you lead.

- **No fraternization with members.** Leaders should avoid fraternization with members beyond the bounds of their jobs. It is always necessary to have some professional distance from any person or group to whom you have work-related obligations. While you should always treat members with courtesy, avoid socializing with them. Such personal relationships may create subtle obligations on your part and will certainly create the appearance of favoritism and/or compromised judgment among other members. These will ultimately create conflicts and antagonisms, further complicating your already difficult job.
- **No waste, fraud, or abuse.** Leaders should be diligent in the use of club resources. Be sure to report any waste, fraud, or abuse to the appropriate authorities. This includes the use of club funds for personal or non-club purposes.
- **No conflicts of interest.** Leaders should avoid situations where their personal interests conflict with their duties to the club. If a conflict arises, it should be disclosed to the appropriate authorities.
- **No complaining to employees.** Leaders should shoulder the burden of many responsibilities. When things are not going well, it is all too easy to seek out someone with whom to share the burden. This someone should never be one of your employees. A major requirement of leaders is to possess the maturity to understand the potential negative consequences of confiding anxieties, doubts, and grievances to subordinates.
- **No favors from vendors.** Frequently, managers will be offered favors and gifts by vendors. These may be in the form of seemingly small personal items, free products for personal use, gifts at holidays or on birthdays, tickets to concerts or sporting events, or invitations to parties to thank you for your patronage. While these may be genuine expressions of appreciation, they create problems for the leader. Even in subtle ways, these favors create a bias, making it difficult to be truly objective in your decision-making. Even small favors starts you down a slippery slope. Have you ever heard the saying, “You have repeatedly said yes?”

SAMPLE

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Discussion Point: Discuss the points above to ensure managers understand the full implications of these important matters.

Take Away: Leaders act professionally at all times. If they don't, their employees won't.