



Management by Walking Around (MBWA)

Management by Walking Around (MBWA) is a great way to build relationships with all of your employees. MBWA is simply walking around your workplace and connecting with all of your employees. This can give you a sense of how things are

going as well as showing your employees that you are approachable and interested in them.

MBWA, if done correctly, can increase morale and productivity.

Tips for Implementing MBWA:

1. **Add MBWA to your routine.** – At first, employees might feel uncomfortable with you “dropping by” their workspaces. If you do it regularly, then it becomes part of their routine as well.
2. **Vary your time and dates.** – MBWA is most effective when not done as part of a fixed schedule. If employees expect you at a certain day/time, they will prepare for your visit, reducing the authenticity of the exchange.
3. **Walk alone.** – This should be a chance for some one-on-one time. Bringing an entourage with you is more like an invasion than a casual conversation.
4. **Stay positive.** – Remember, this is a time to connect on a personal level with your staff. This is not a time to criticize or to correct behavior. If you notice a problem, address it at another time with the individual privately.
5. **Be relaxed.** - Your employees will reflect your behavior. If you keep a formal tone, you will get equally formal responses. If you relax, your employees will relax and be more open in their communication.
6. **Use the time to offer praise and/or gratitude.** – Take this time to praise and thank your employees for their work. If you see something good, take the time to comment.
7. **Take time for small talk.** – This is about connecting with your staff. Get to know each person on a personal level. If you notice something interesting in his/her workspace, ask about it.
8. **Treat everyone equally.** – You might not be able to spend the same amount of time with each person on every walk. However, make sure you don’t always talk to the same person or spend more time with one group than another.
9. **Ask for suggestions.** – This is a time to show your staff you are receptive to suggestions and new ideas. Take the time to listen to what they have to say.
10. **Follow up.** – If you can’t answer a question, make sure you respond at some point. This shows you were really listening and helps to build trust.