

THE MANAGER CODE

Lead to engagement by creating an environment and a culture where these needs are consistently met.



I know what is expected of me.

- You are excellent at demonstrating the core values and code behaviors.
- You lead through outcomes tied to a clear and actionable vision.
- You connect expected values and behaviors to desired results.
- You connect the team to Clickstop's goals and the significance of achieving them.
- You proactively develop a plan for your team to contribute to the organization's success.
- You set clear and high expectations for each role and define what excellence looks like.
- You inspect what you expect to ensure alignment.



I possess the necessary materials and resources.

- You seek feedback to clearly understand what it takes to get the job done.
- You remove barriers and advocate for the things your team needs to be successful.
- You leverage automation and efficiency for increased quality and output.
- You anticipate and plan for the resource needs of your team in alignment with goals.
- You accurately measure the capacity of the team and roles.
- You promptly respond to requests from employees, even if you cannot grant the request.
- You empower employees to take ownership in getting what they need.



I work in alignment with my strengths.

- You know and are aligned on each employees' strengths and natural tendencies.
- You utilize the strengths of your employees.
- You create a structure that allows employees to do what they do best.
- You pursue the ideal fit for employees and the business.
- You distinguish how strengths contribute to the level of an employee's performance.
- You recognize the potential of employees and discuss it with them.



I receive recognition for aligned behaviors and results.

- You provide meaningful feedback when clear and high expectations are met.
- You use recognition to inspire greatness.
- You advocate for the value your employees bring to the business.
- You take the time to learn how individuals like to be recognized and tailor your approach.
- You affirm behaviors that produce great results.
- You celebrate when goals are being achieved.
- You encourage your employees to recognize teammates and others across the company.



I feel well cared for as a person.

- You genuinely care about the success of your employees at work and home.
- You create a safe work environment.
- You understand what motivates your employees and build meaningful connections with them.
- You promote a balance between work and personal life.
- You align the needs and goals of employees with the needs and goals of Clickstop.
- You demonstrate empathy.
- You fulfill their need for trust, compassion, hope, and stability.
- You have regular 1:1 discussions that are meaningful to the employee.



I am pleased with how my manager is investing in my growth.

- You expect autonomy while providing support and accountability.
- You use delegation as a tool for development.
- You know how your employees want to grow and create opportunities to support that journey.
- You position employees to apply what they are learning.
- You ensure compensation is in alignment with employee performance.
- You explore career paths with employees, helping them identify and track goals.
- You offer honest feedback of performance and seek opportunities to learn, improve, and grow.

Legend: Types of Employee Needs



Basic



Individual



Teamwork



Growth



Engagement *En-gage-ment*

Commitment and aligned action with our missions, values, strategies, and goals.

Click
stop

Turn over for more ►



I know my opinions matter.

- You build a trusting environment.
- You seek the experience and knowledge of others by asking for input.
- You are a great listener and give your employees the opportunity to share what's on their mind.
- You are open and receptive to feedback.
- You host regular 1:1 and team meetings to solicit feedback, opinions, and ideas.
- You ask thoughtful questions that inspire big thinking.
- You advocate for good ideas turning opinions and thoughts into actionable plans and decisions.



I feel the mission and purpose of Clickstop are important and that my job will help us get there.

- You ensure that team members understand how their work contributes to the organization's growth and success.
- You create shared ownership of what needs to be done.
- You take time to emphasize why the work being done matters.
- You inspire commitment to the mission and purpose.
- You exemplify the importance and the need for employees' roles.
- You help employees find a shared purpose through alignment of their goals and the goals of the business.
- You set priorities based on Clickstop's mission, values, strategies, and goals.



I feel my teammates are committed to quality work.

- You set and maintain a high bar of excellence that exemplifies what quality looks like.
- You construct a team of individuals who challenge and elevate the organization.
- You create opportunities for employees to work together.
- You foster meaningful connections to help employees better understand each other.
- You help peers understand the work of others and why it matters.
- You encourage the exchange of peer feedback.
- You celebrate the achievements of the team.



I have meaningful relationships with teammates.

- You create opportunities for team members to interact, both professionally and personally.
- You have regular meaningful conversations with each employee.
- You designate time for employees to develop relationships across the company.
- You form an environment with a foundation of trust and belonging.
- You help teammates understand who they are, their tendencies, and what motivates them.
- You equip employees to work collaboratively in alignment with individual strengths.
- You have an acute awareness of team dynamics and employee needs.



I feel a sense of accomplishment and progress.

- You align individual team members' work with Clickstop's short- and long-term goals.
- You take time to celebrate achievements and milestones.
- You know what progress looks like, how to measure it, and communicate it clearly.
- You ensure employees understand the ripple effect of your work.
- You inspire decisive and effective action that generates meaningful results.
- You help employees reflect on their growth and development over time.
- You regularly look for opportunities to challenge your employees by setting the bar high.



I am pleased with my available opportunities to learn and grow.

- You partner with employees to define what growth means and how to make it happen.
- You dedicate time for team development beyond regular work tasks.
- You provide clear and concise feedback about performance.
- You consistently develop other leaders and elevate top talent.
- You create opportunity for those who seek it.
- You regularly check in on progress towards their goals.

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