Managing By Walking Around (MBWA)

Considered by many to be the most useful and realistic management theory ever, MBWA is the concept that you need to be present in the area you are managing to be an effective manager. MBWA includes:

- making rounds in every area several times daily
- touching base with each employee to see how they are, if they are having any issues and if there is anything they need help with
- modeling appropriate behavior and customer service by greeting patients, picking up the phone if there is no one else to do it, picking up paper off the floor, etc.
- checking to make sure machines are operating properly, staff are following protocols, there are no bottlenecks anywhere, and there are no signs of trouble brewing.

A manager who manages from their personal office is ineffective and out of touch with the people and area s/he is managing.