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- Here are some directions for you...
- When you first join a session, the Control Panel appears on the right side of your screen. Use the Control Panel to manage your session. To free up space on your desktop, you can collapse the Control Panel and use the Grab Tab to continue to manage your session.
- Grab Tab: From the Grab Tab, you can hide the Control Panel, mute yourself (if you have been unmuted by the organizer), view the webinar in full screen and raise your hand. • Audio Pane: Use the Audio pane to switch between Telephone and Mic & Speakers.
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- Customer view of handouts (Windows and Mac)
- If there are any handouts uploaded to a webinar, attendees will see a Handouts pane in their Control Panel. They can click the name of a handout to access it. **Note: there are handouts for this webinar!**
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- Attendees can then click the downloaded file to open or save it.

Good Manager Skills



PRESENTED BY THE SOLUTIONS GROUP

Objectives for Session



- Define “Good Manager”
- Refer to experience with your managers
- Describe Good Manager Skills & Traits
- Look at own skills and traits

Management Competencies



- *What are the traits of a good manager?*

“Not So Good” Managers



- Have you had encounters with any bad managers in your work life?
- What were their traits?

What about you?



**How would you rate
yourself as a manager?**



What makes you a good manager?

Basics of Managing – from Bruce Tulgan



1. Manage every day
2. Talk like a performance coach
3. Take it one person at a time
4. Make accountability a process
5. Make expectations clear
6. Solve small problems early
7. Do more for some, less for others

Boundaries!



- Keep the lines clear at work
- Co-workers on the job, not family or friends
- Maintain professional respect
- Be clear about roles and chain of command

21st Century Manager Skills



- People Skills
- Technical Skills
- Administrative Skills

People Skills



- *Skill No. 1: Communication.*
- *Skill No. 2: Teamwork*
- *Skill No. 3: Coaching*

More about Teams



- Empowering teams
- Employee celebrations! Focus on positive
- Diversity
- Generations

More about Coaching



- This skill is at the heart of supervision
- Includes watching, instructing, reminding, correcting, and encouraging people.
- Not micro-managing

Technical Skills



- *Skill No. 4: Business Analysis.* Supervisors need to understand the measurements that reflect the performance of their own work areas and how to calculate such measurements.
- Supervisors also will measure the team's performance. Teams want to know what their performance "score" is, so the supervisor will be charged with keeping score, then teaching the team how to keep score.



- *Skill No. 5: Continuous Improvement.*
- Be on the lookout for opportunities to improve work processes and people.
- Use formal surveys/assessments to identify current situation or problem.
- Attend local industry association meetings and quality or continuous improvement conferences.



- *Skill No. 6: Technology Savvy.*
- Get the most from technology!

Continuing Education



- Certainly supervisors should take advantage of every learning opportunity provided by their employers, such as attending seminars. However, for some supervisors, this may not be enough. If you are a little behind, attend a training workshop on computers or some specific software application. In many cases, your company will pay for your attendance. But if it does not, pay for the course yourself. The return may be a promotion.

Administrative Skills



- *Skill No. 7: Project Management.*
- Vision, goals, action plans, etc., are all part of project management.
- Project management requires the supervisor to start a project or work assignment from scratch and then map out each step in the process to its successful completion.
- Developing project costs, timelines and checkpoints are but a few of the keys to successful project management.

Administrative Skills (cont.)



- *Skill No. 8: Writing and Documentation.*
- In most cases, this skill will be applied to accurately describe work issues, workplace safety, production results and employee performance.
- Writing in a clear manner is important and can be easy to accomplish.



- *Skill No. 9: Resource Management.*
- This skill requires supervisors to expand their knowledge of where resources are located, who controls such resources and how to secure the resources.
- Supervisors will need to secure information, tools, equipment, and expertise that will help their employees perform at peak levels.



- This skill sheds light on the statement, "It is not what you know but who you know," and will position the supervisor as the No. 1 "go-to" person.

Maintain an Open Attitude



- To new ideas from various sources
- Input from your employees
- Honest assessment of your own skills and strengths

Manager Assessment



Sets realistic goals and makes goals clear to employees

Gives helpful feedback to employees

Provides on-the-job training so that all employees are working at their best level

Gives organized, clear instructions verbally & in writing

Manages daily activities to balance demands of work with skills & workload of employees

Works well at team building

Selects right person for task and provides resources & support without hovering

Shows skill in improving methods and simplifying work, finding ways to work smarter & better

Leads meetings that are well-organized and results-oriented

Effective at solving problems and making decisions

Works effectively with higher management

Communicates well with customers to achieve customer satisfaction

Speaks with respect to all employees & customers

Remember Your EAP



We are always here to help you!