

SUPER **MANAGEMENT** **TRAINING** **MATERIALS**



**THE FAST TRACK TO SUPER
SUCCESSFUL MANAGEMENT**

Today's Course

- Section 1: Basics of Managing Employees
- Section 2: Communicating Like a Leader
- Section 3: Building a Strong Team
- Section 4: Managing Former Peers
- Section 5: Coaching and Mentoring

The Basics of Managing Employees

What every management member should know:

- Managing People and Processes
- Enforcing the Rules
- Employee's Source of Information
- Leading by Example



The Basics of Managing Employees

- Managing is not about being the *best employee*.
 - The No. 1 reason people are promoted
 - The No. 1 reason people fail
- Supervision has its own set of skills, outside of just being able to do the job.
 - People management skills
 - Influence

Managing People and Processes

- **Hold yourself and others accountable.**
 - Policies and procedures
 - Behavioral standards
- **You are the face of the company to many employees.**
 - The No. 1 reason people leave a job is their immediate supervisor.
 - Don't be the reason good people leave!

Managing People and Processes

Activity

Write down the name of your favorite manager. What did that person do that made him or her your favorite?

Are you *at least* doing that?

Enforcing the Rules

- HR Laws and Duty to Act
 - Civil Rights Act of 1964
 - Sexual Harassment
 - Quid Pro Quo vs. Hostile Work Environment
 - Retaliation
 - FMLA
 - FLSA
 - HIPAA
- Company Policies and Procedures
- Behavioral Expectations

Source of Information for Employees

- Do not be a roadblock for information.
- Share what you can openly.
- Be careful not to over share.



Leading by Example

- Your employees are watching.
 - What kind of example are you setting?
- Your employees will follow the example you set.
 - Are you on time?
 - Are you dressed professionally?
 - Are you respectful of others' time?



Leading by Example

- Professionalism
 - Goes beyond just looking good
 - Five keys to professionalism
 1. Character
 2. Competence
 3. Attitude
 4. Conduct
 5. Excellence



Leading by Example

- Communication
 - What you say is important (7%)
 - Everything else is MORE important (93%)
 - Nonverbal
 - Attitude
 - Tone of voice
 - Gestures
 - Body language
 - Written
 - Grammar and spelling
 - Tone
 - Word choice

How We Communicate

Verbal

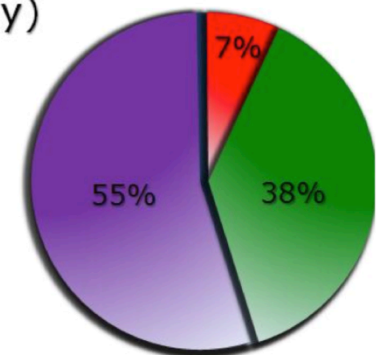
Words – (What we say)

Para-verbal

Tone (How we say it)

Non-verbal

Our Expressions and actions



SMART Goals

- Specific
- Measurable
- Action-oriented
- Realistic
- Time-bound

