

Manager Essentials: *Equipping Your Front-Line Managers to Lead!*

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HRD

TWO GOALS:

1. Understand the business case for equipping managers to lead effectively.
2. Review the three keys to transitioning from individual contributor to manager.



Develop Your
MANAGER MINDSET



CONGRATULATIONS ON YOUR PROMOTION!

“Good luck!”

“You’ll be great in your new role!”



*Being a manager is hard.
I don't really know what
I'm doing.
I don't know what
success looks like.*



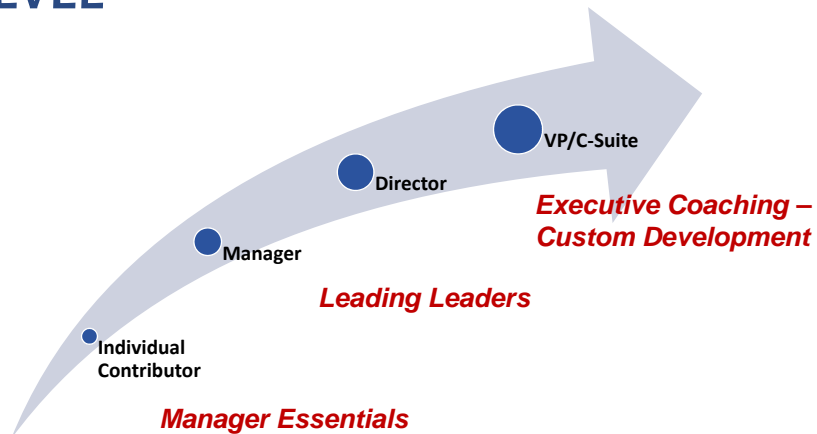
MANAGER-LEADER SUCCESS WHEEL



Develop Your
MANAGER MINDSET



LEADERSHIP DEVELOPMENT BY LEVEL



MANAGERS ARE NOT EQUIPPED

- **60%** of new managers underperform or fail in their first two years. (CEB research paper)
- Poor leadership habits developed in a manager's formative first years will hobble them **for the rest of their career.**

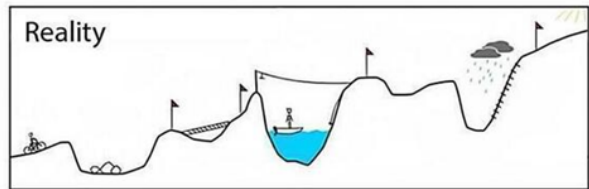
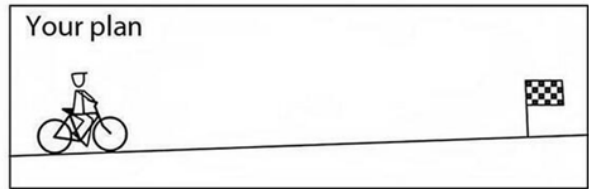


MANAGERS ARE NOT EQUIPPED

- 61% of new manager received **no training.**
- 66% received **no mentoring.**
- 69% received **no coaching.**



RESPECT THE TRANSITION!



MANAGER'S IMPACT

Good managers make a difference.



Managers
account for at
least
70%
of variance in
employee
engagement
scores.



MANAGER'S IMPACT?



Disengaged employees cost organizations between \$450 and \$550 billion annually. (The Engagement Institute)



EMPLOYEE – CUSTOMER PROFIT CHAIN



Life is really simple, but we
insist on making it complicated.
- Confucius



THREE KEYS—MANAGER ESSENTIALS



Develop a Leader-Manager Mindset

Understand the role of a manager and the key competencies for success.
Uncover your management style and preferences and how to leverage your strengths.
Take personal ownership for your success as a manager by staying *above the line*.
Develop a growth mindset focused on continual improvement.



Know Your Team

Listen intently to build understanding, trust and confidence.
Recognize your team members' strengths to leverage them for success.
Know your team members' work preferences to adapt for greater impact.
Develop a trusting relationship with each team member.



Grow Your Team

Coach team members through their challenges.
Deliver ongoing feedback to recognize desired behaviors and constructively redirect undesirable behaviors.
Delegate work in a manner that builds relationships and grows leaders.
Hold regular one-on-ones and performance reviews with each team member to lead proactively.



SAMPLE DEVELOPMENT PROCESS



Ongoing: *Accountability Partnerships, Manager-Participant Check-Ins, Application Exercises*

DEVELOP A MANAGER MINDSET

Shift from getting results on your OWN to
getting results through others.

OWN YOUR SUCCESS



KNOW YOUR TEAM

“The reason we went from the 12th to the 2nd highest performing team is NOT because I went over spreadsheets. **It’s because I knew those leaders inside and out.**”

– Senior Director in IT at Telecommunications Company



KNOWING YOUR TEAM

- Their strengths and work preferences
- What's important to them—what they value
- Career aspirations
- What motivates them to perform
- **What are the names of their spouse and kids?**

GROW YOUR TEAM – THE BIG SIX

1. Goal-setting
2. Performance management
3. Delegation
4. Coaching
5. Delivering ongoing feedback
6. Managing conflict

LEADERSHIP FOCUS TOOL

My Leadership Mission		My Core Values			My Strengths	
Week/Day	Week of: _____	Monday	Tuesday	Wed	Thursday	Friday
My Top 3						
What I'm Grateful For						

WHAT DO I DO NOW?

- **Leaders of other leaders:** share the research and the importance of manager mindset, knowing the team and growing the team
- **Managers:** check in with your mindset, how well you know your team and are growing your team
- **HR/Talent Management Professionals:** execute on a simple system/process that *allows new managers to explore and practice new skills—mindset, knowing team, growing team*



YOUR CHARGE:

What actions will you take based on what you learned today?

Manager Essentials Program:

- Develop a Manager Mindset
- Know Your Team
- Grow Your Team



Check out the more detailed overview of our *Manager Essentials Program* on our website at HRDAdvisoryGroup.com

