

Summary

Management is hard work. It takes time and energy. Good management is hard to come by but necessary for business success and growth. Consider some of these proven techniques to improve your or your organization's management capabilities.



ACTIVTips

Summary information or practical advice for business leaders, ACTIVTips represents best practices for businesses seeking new opportunity, predictable growth, and leadership excellence. Integrating ACTIVTips into your business can help you consistently **"Lead Like Never Before."**



the **afterburner** group

Management - Techniques for Success

Did you know that 25% of employees would like to fire their manager (Gallup Poll - 04/05)? You've probably been in a similar situation where your manager wasn't doing all they could do to help you be successful in achieving the company's or your own personal goals. Don't be one of the 25%!

Plan and Set Organizational Goals: Most managers end up becoming master 'fire fighters.' By this, they become adept at managing problems which arise on a day-to-day basis, looking to the future through the lenses of past success. Break out of this pattern by proactively prioritizing planning and goal setting as a routine in your organization.

Provide Context: It is easy to become involved in a project or particular task and manage your team to those objectives. In doing so, your employees can tend to lose sight of the big picture - the reasons that they are doing what they are doing. Regularly communicate the 'big picture' to the team and connect their tasks and milestones to that larger picture. Doing so instills pride, motivates good behavior, and drives teamwork around the success of the company.

Establish Individual Goals: Your subordinates or peers are looking to you to help them manage themselves and their careers. Take this responsibility seriously and work with each to determine their own individual goals around their priorities, tasks, projects, and their professional growth.

Build Trust: Trust is the currency of productivity. If people feel they can trust their managers, peers, and subordinates, they feel comfortable to focus on the tasks and goals at hand. Work with all your people to help them build trust in you and each other.

Commit to Excellence: In yourself, your organization, your products, and customers, commit to doing everything with excellence. Not as a buzzword, but as a lifestyle which promotes focus, attention to detail, customer-orientation, support of each other, and the highest levels of professional integrity.

Seek Feedback/Input: Build in the mechanisms or freedom to allow your team members or subordinates to approach you with problems, issues, or challenges. Proactively seek out team members to 'bounce ideas' off of, asking their opinions. Where appropriate incorporate the feedback and attribute great ideas to the source.

Praise in Public / Criticize in Private: This may seem trite or obvious. Unfortunately it is rarely followed.

Recognized Problems Early: Be involved in what is going on in your area of responsibility to head off issues before they become problems. Know your team members, overall productivity of the group, internal conflicts, or individual performance issues before they become problems. Fix them quickly and professionally.

No Surprises World: Create an environment where there are 'no surprises.' By this, ensure that there is good communication, clear expectations, firm understanding of boundaries, and escalation procedures should there be need to resolve any issues. This is especially true when managing large groups. Surprises are usually not good ones...

Celebrate: People work hard and rise to the expectations set up on them. Celebrate the achievement of milestones or goals. Recognize individual contributors achievements, including those that have gone 'over and above.' Acknowledge team successes. Provide time for pause and reflection.

Mentor: Identify someone in your organization who you can professionally mentor. Help them establish expectations of themselves beyond what they thought possible and help them achieve those goals. Pour your experience and skill into others to bring up the overall productivity and achievement of the group.

Delegate!: Don't do it all. Delegate as much as is appropriate to your team members. Help them grow their skill and ability to fully deliver to the requirements. To those who prove themselves trustworthy, delegate more.

Hire and Promote Great People: Hire people who are better, smarter, more capable than you are. Create an environment where your group is attractive to the best and brightest talent. Present challenging opportunities to grow and get them promoted into their next position.