



Ten tips to new managers

Moving into a management role, either within the company in which you have been working or in a new organization, is a huge achievement. For a lot of people, it is seen as the payoff for all their hard work, a reward that is a new and welcomed challenge. However, it can be overwhelming and quite daunting to be handed a new responsibility; people are suddenly reporting to you - seeking direction and expecting you to have the answers. Here are ten tips to help you through this transition and allow you to shine in your new role.

1. **Be the best people person you can be** - Being a manager is about more than making brilliant organizational decisions. It's about managing people. Pay attention to developing and improving your people skills including your **emotional intelligence**. Being great with people is more than half the battle, so work at it.
2. **Communicate transparently with your employees** - Similarly to the above, communication with your direct reports is paramount to being a successful manager. Transparency in this case means being open with them about your expectations, sharing any information that may help them do their best work and encouraging feedback on your performance. This also includes the importance of listening: listen to your employees' ideas and incorporate them into your strategies as much as possible.
3. **Recognize a job well done** - When someone who works for you displays excellent work, tell them and reward them in whatever way is appropriate. Positive feedback is a great way to establish a healthy and trusting relationship between you and your team.
4. **Don't be afraid to step into your new role** - Since you have spent the vast majority of your career reporting to one or several managers, it can be intimidating to suddenly be given the authority of being "the boss". You may feel like this power is unearned or even like you are an imposter. Taking charge and speaking with authority is important, it allows your reports to trust you and your decision making.

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5. **Learn skillful negotiation** - As a manager, you will be negotiating more than ever before. Negotiation does not need to mean conflict and it is in your best interest to learn how to negotiate well. If you are looking for additional information on negotiation, there are plenty of great resources available at your fingertips that can help you learn more about this skill.
6. **Anticipate and embrace change** - In your time as manager, things will change greatly. It is speculated that as millennials take over more and more executive roles, **the fundamental structure of workplaces will change dramatically**. Resisting change is mostly a futile endeavor, so embrace the changing tides and adapt to the inevitable.
7. **Foster diversity** - A diverse workplace is a strong workplace. Different points of views are invaluable in a changing workplace and having people with a wide range of identities and experiences as part of your team will mean that you get multiple perspectives to appreciate and integrate.
8. **Create a culture of learning** - As a people leader, one of the most effective ways you can create a learning culture is by establishing a workplace in which continuous learning is encouraged at all levels of your organization. A culture of learning goes far beyond “training days”, lunch ‘n’ learns and the occasional seminar or workshop. Rather, it permeates every aspect of a business. It focuses not only on improving products, but enhancing and developing your organization’s most important asset – your people. Make your workplace one where learning new skills and information is rewarded and encouraged.
9. **Start thinking about retirement** - Moving into a management role means you have probably been working in your field for some time. If you have not already, now is a good time to begin planning for retirement, even if you are still young. It is never too early!
10. **Take care of yourself** - Management positions are stressful. Self-care is of utmost importance for you to do your job and do it well. When you find yourself working around the clock, make sure to build in time for yourself to rest, be with your friends and family and do relaxing, nurturing activities.

Taking on a new role in management is a challenge but hopefully it is an exciting one and you wouldn’t be here if you weren’t ready. Expect a learning curve and a bit of stumbling and adjustment at first and at the same time embrace your new role and step into it with grace - enjoy the ride and good luck!

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Multitasking managers: Setting the right example

Being a manager is a demanding job. Meeting organizational goals and resolving unexpected problems while juggling the demands of senior leaders and the needs of the team can mean bouncing from one activity to another and feeling like having achieved very little. Being an effective manager means working smarter – and inspiring your entire team to work smarter.

Setting the example

There are several techniques that may help you better manage your time. Try the following:

- **Apply the 80/20 principle.** The 80/20 principle states that approximately 80 percent of our results come from just 20 percent of our efforts. The key to better utilizing our time – and increasing our effectiveness – is to focus more on the 20 percent of our work that actually produce results. These are likely to be complex, demanding, time-consuming tasks, but they are what should be at the top of our daily to-do list.
- **Schedule meetings in blocks.** Meetings are usually interspersed throughout your day and invariably go over schedule – making it difficult for you to focus on that important 20 percent. If you are calling the meetings, schedule them in blocks so that one begins right after another. This also helps meetings to start and end on time.
- **Schedule specific times to return calls and emails each day.** Use your voicemail to say you will return calls at a certain time or by the end of the business day. This way you won't be constantly interrupted.
- **Schedule quiet time.** You need time to focus on those priority tasks that, as stated, are often complex and challenging. At the same time, you want to have an open door policy for your staff. Let your team know that when your door is closed, you're working on something that requires your full concentration and would appreciate not being interrupted, unless the matter is urgent. Also let people know that when your door is open, they are welcome to bring questions and concerns to you.
- **Delegate.** You'll have more time to concentrate on pressing matters if you delegate certain tasks. You'll also demonstrate that you value people's abilities and are ready to help them develop their skills.

Leading – not just managing

Great leaders are not only knowledgeable and capable – they're perceived as being fair and trustworthy. They set the standard for others to follow.

- **Be accountable.** Admit when you're wrong and be gracious when proved wrong. Also understand when other people make mistakes. Managers who are more concerned with what is right rather than being right are less likely to have team members who shift blame and hide their errors.
- **Take time to communicate clearly.** You don't want your staff repeatedly asking for clarification or spending hours trying to figure out what you want. Spend a little extra time upfront conveying information and listening to any questions or concerns.

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- **Involve staff.** Ask your team for ideas to streamline processes, improve resources and reduce workloads (attending lengthy meetings that do not involve your department). You'll get a better understanding of the challenges staff face while empowering them.
- **Resolve conflicts quickly and effectively.** Conflicts, disagreements and misunderstandings waste time and undermine productivity.

There are many talents, abilities and personality traits that make a great team leader but superior time management skills are perhaps one of the most important. A manager who is able to manage his or her own time – and the time of their teams – gets things done without placing unnecessary pressure on others. That means a more productive, engaged and happier team.

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