


From Buddy to Boss

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The skills that served a person as an individual worker
may not serve them as a manager

The Ken Blanchard Companies

Background

- Most new managers were high performers in their former positions
- More than half of new managers struggle to find success in the first two years of their new role
- A successful track record as an individual performer does not insure success as a manager
- Many of the characteristics & work habits utilized by high individual performers may not be as effective in a management role

The Functional Transition

- From working on your own, to collaborating with others
- From getting the work done yourself, to getting the work done through people
- From being one of the team, to being the leader of the team



A New Mindset

- Recognizing the importance of the role of the manager
- Making a commitment to the growth of your employees
- Prioritizing team success over individual success



Adopt a Positive Management Style

- Take authority in a respectful way – without being too domineering or directive
- Commit to a coaching approach – seek to collaborate with your employees
- Be a supportive leader – one who gets to know their people and is invested in their success



Develop Your People Skills

- Prioritize building relationships with your employees – make spending time with them more important than your “to do list”
- Get to know your employees by asking questions – what’s important to them personally & professionally, what kind of projects are of interest, what their career goals are, etc.
- Learn to be a good listener – be present & focused when they are speaking to you



Develop Your People Skills

- Focus on the “quality” of your interpersonal interactions with your employees each day
- Be mindful & sensitive to the what’s going on in your employee’s world when you begin an interaction (timing, their emotional state, etc.)



Define Co-Worker Relationships

- Utilize professional boundaries - it's important to be friendly, but you can't be their best friend
- With your former peers, ease into these new boundaries – if you push away overnight, you can hurt their feelings and create animosity
- With employees who may be jealous of your new position, use extra care



Build Trust

- Always keep employees informed about what's going on - strive to over communicate (including sharing any negative information)
- When you make a mistake – humbly admit it to your employees
- When employees make a mistake, don't be overly critical. If they feel like they'll be “beaten up” when they fail (or if you disagree), they won't share ideas, take risks, etc.



Proactively Manage Performance

- Collaborate with each employee on performance goals
- Meet regularly to discuss progress, offer support & resources, etc. Be careful not to micromanage
- Use coaching conversations, not punitive conversations when performance falls short



Learn to Handle the Pressure

- Recognize that being a manager carry's with it extra pressure, and practice good stress management skills
- Be aware of your behavioral tendencies under pressure (isolate from your team, overreact, micromanage, etc.)
- Protect your people - make sure that you're not making your stress, their stress



Presenter Contact Information

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