

A to Z Tips for New Managers + *Free Template* **Share these with your team!**

A: Available: Be available for and to staff, they need to get to know you and you need to get to know them.

B: Balance: There's lots to learn (and maybe, prove) but not if you're burnt out. Keep your life in balance.

C: Communication: "Who haven't you connected with today and why?" Take the necessary action to communicate.

D: Delegate: Learn to delegate fully. When you do, the outcomes are magic: respect, skills, action, results, profits ...

E: Expectations: Give clear directions, your team want – NEED – to know what you expect. Leaving people to guess only leads to problems.

F: Feedback: Be specific, honest and timely. Not giving feedback or only giving tokenistic, abusive or aggressive feedback gets you trouble.

G: Gossip: Think before you 'trash' your predecessor: think about what impression that gives to the team who you have to now manage.

H: Help: The work still has to be done. Be prepared to roll the sleeves up and help the team.

I: Influence: Influence authentically, openly and respectfully. The team will soon show / tell you if you don't!

J: Judgment: Avoid letting 'manager power' go to your head. Acuity is needed on many matters, so be objective.

K: Kindle: Be the kindle of enthusiasm, especially when tasks / projects are directed from above.

L: Laugh: At yourself, at situations and at shared jokes. You're a new manager not a robot. It's ok to enjoy the job and the team.

M: Motivate: Take some time to work out the motivators and de-motivators of your team members. Use that information to engage and drive with each team member.

N: No: Learn to say 'no' and learn to say it for the right reasons.

O: Organise: Give yourself time to be organised: time, tasks, resources, meetings all need to be organised.

P: Problem-Solve: Be an effective problem-solver; results won't happen if you 'bottleneck' the work because you won't problem solve and make decisions.

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Q: Questions: There's huge value in questions. Next time swap *directing* the employee with asking questions, and then observe the engagement level.

R: Respect: There's respect we're all entitled to and there's the respect you earn, even managers, remember that.

S: Style: Learn about your own natural or preferred management style and your team members team role styles. Use that information to help you be a better manager.

T: Team: So many acronyms for 'TEAM': what do YOU do to make your 'work group' a **real team**?

U: Up: Learn to manage up. Observe those above you in the organisation. Be the bridge between the strategic directions from above to operations team whom implement.

V: Vision: Learn to translate the company vision into operational speak for your team.

W: What: "WHAT can I do to help you be as productive as possible?" This should be one of your key performance questions.

X: Xmas: It doesn't have to be like Christmas (or a celebration) everyday, but there's a lot to be said for a happy workplace. Honestly consider: do you need to lighten up?

Y: You: Keep learning about yourself: insight can drive actions for better performance.

Z: Zap: Be aware of, and balance your power to 'zap' others, e.g. avoid zapping other's motivation by over zapping informal discussions.

Over to you...



As an individual exercise, or as a team building activity, create your own customised A-Z list of tips. Use the next page as your template!

I'd love to know what you and / or your team create, please email me a copy of what you create at sally@sallyfoleylewis.com. I'll post you're A-Z with your full credit on my website and through social media (it'd be even better if you also send a photo of the team who created the A-Z tips).

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A-Z	TIP
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