

THE “ESSENTIAL TIPS” BUSINESS SERIES

The Successful Manager's HANDBOOK

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HOW THIS BOOK WILL HELP YOU

The strange thing about management is that you usually end up becoming a manager because you're good at something else.

You start off learning to be good at your own job, doing what you do, minding your own business. Then one day you find you're in charge of other people. And that's another thing altogether.

Now you're in the middle, trying to keep your team happy and productive (or at least stop them fighting each other) and meeting the expectations of your own bosses – oh, and you still have to do your own work as well.

As a manager, you're expected to get things done – not to do it all yourself. To do this, you need to be able to lead, to motivate, to influence and persuade.

You need to be able to reconcile differences of opinion and sort out conflicts, to give people feedback – to praise and to criticise them when necessary.

You may need to be able to run meetings which actually achieve something rather than being a boring waste of time.

You'll certainly need to organise yourself and your time – unless there's a reason you don't want to go home at nights.

This booklet will give you practical help in doing all those things effectively. Following these tips will cut your learning time, increase your impact – and reduce your stress!

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HOW TO BE RESPECTED BY YOUR STAFF

1. Be a role model for the behaviour you want to see from others. Don't tell people how you want them to behave, show them.
2. Take the pressure off your staff, don't pass it on to them. The best managers take the pressure and divert it, protecting their teams so they can work under the best conditions they can.
3. Admit when you make a mistake and when you don't know something. No-one expects you to be perfect and they don't want you pretending to be.
4. Keep your promises. People should be able to rely on their managers to do what they say. Don't make rash promises and always keep your word.
5. Show a concern for people's welfare and development. People aren't just machines, treat them as human beings. Take an interest in them.
6. Be quick to roll your sleeves up and help out when necessary. No- one likes or respects a manager who sits back and lets the team struggle with some tricky or unpleasant task without helping out.
7. Be seen – don't hide away from your team or wait for them to come to you with problems. Saying, " My door is always open " isn't enough – you need to be visible.
8. Discourage gossiping or complaining about the company and do not join in with it yourself. Like it or not, as a manager, you represent the organisation as far as your team are concerned.