

PROMOTED! Becoming a Skillful, Confident, and Effective Manager

A presentation by Ginny Trierweiler, Ph.D. at CBHC October 3, 2015

WHY ARE MANAGERS IMPORTANT?

SKILLS AND INSIGHTS. What does a professional need to understand and DO to be a skillful and effective manager?

1. **Get your head in the (new) game.**
2. **Develop your power literacy.**
3. **Develop business communication skills.**
 - a. With supervisees—
 - b. With supervisors—
 - c. With peers and community partners--
4. **Further develop your talents and emotional intelligence.**



RESULTS! What difference does it make when managers function with skill, confidence, and effectiveness?

For Staff	For Programs and Services	For Customer Service / Satisfaction	For other Important Results

HOW can you develop the skills & insights to be a skilled, confident, effective manager?

1. Ask your supervisor for clear expectations and feedback.
2. Develop your power literacy.
3. Reflection and journaling.
4. Keep learning.
5. Keep developing.
6. Classes, study, dialogue, coaching/ mentoring
7. What action will you take to become the most skillful, confident, effective manager you can be?

PROMOTED! Becoming a Skillful, Confident, and Effective Manager

A presentation by Ginny Trierweiler, Ph.D. at CBHC October 3, 2015



THE WORK OF MANAGERS. What do managers do?

1. **Select the right people.** Hiring well makes a great difference in an organization's success.
2. **Set clear expectations.** Direct employees to do the work to achieve organizational objectives, generally more by defining the right outcomes than the right steps.
3. **Monitor and manage for quality and achievement of standards.**
 - a. Monitor the work, quality of services, and customer results and guide and nurture good work to achieve the standards.
 - b. Ensure that the work gets done, within established standards, to achieve organizational objectives.
 - c. Ensure constancy of results in an environment of unending change.
 - d. Coordinate activities and resources to achieve organizational objectives.
 - e. Solve problems and adapt as needed so that, when changes occur, the work continues to get done well within the available resources.
4. **Develop people.** Nurture the development of employees, with more focus on strengths than weaknesses.
5. **Develop plans for resource allocation** – staffing and budgets—or at least provide helpful information to those who do.