



**HOW TO MANAGE EFFECTIVELY:  
THE KEY TO SUCCESSFUL TEAMS**

**DIAL 844- WEB ADIGO  
(844-932-2344) *NO ID NEEDED***

**START TIME: 5 MINUTES AFTER THE HOUR  
WE'LL GO FOR 20 MINUTES UNTIL 25 PAST**



**A Conferencing Tips  
Webinar with Brad Volin,  
President of Adigo**



**AGENDA**

- Intro's
- Succeeding as a New Manager
- Creating Trust
- Best Techniques for Managing a Successful Team
- What NOT To Do
- Questions

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## INTRODUCTIONS

- President, Adigo
- Experience at Public and Private companies
- **Favorite management tip:**

### Difficult Conversations

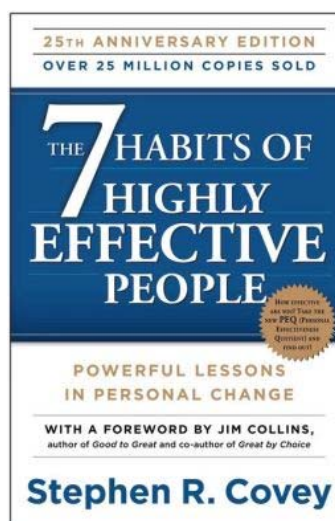
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## SUCCEEDING AS A NEW MANAGER

### **Transition from your old role to the role of manager**

- Migrate away from the concept of individual contribution
  - Now your success depends on how well your team performs.
- **Find a mentor**
- Join a networking group
- Look for resources
  - Training courses
  - Books



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## SUCCEEDING AS A NEW MANAGER

### Identify Your Goals

- Write down your measured goals
- Create regular targets for your team to meet
  - Daily, Weekly, or Monthly
- Document team performance
  - Reward and recognize good performance



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## SUCCEEDING AS A NEW MANAGER

### Get to Know Your Team

- Find out individual strengths & weaknesses
- Use this knowledge to balance productivity
- Meet with your team
  - Give feedback
  - Ask for ideas
  - Listen
- Match tasks with staff
  - Play into peoples strengths
  - Put people together that have complimentary skill sets



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## SUCCEEDING AS A NEW MANAGER

### **Be Visible**

- Do not isolate yourself from your team
- Be available for meetings and to answer questions
- Create regular check-ins for in-house staff and remote staff. (1 On 1's)

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## SUCCEEDING AS A NEW MANAGER

### **Learn to Coach When Correcting Behavior**

- Identify the employee(s) and task in question
  - Prepare
  - Identify the positive
  - Present the facts
  - Encourage
  - Follow up



Difficult Conversations

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## CREATING TRUST



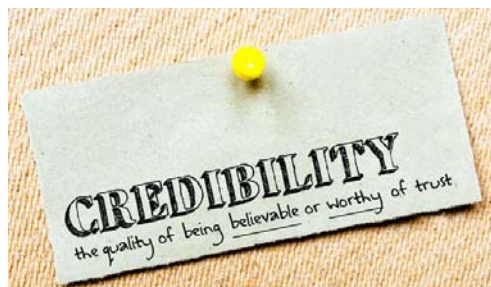
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## CREATING TRUST



### **Establish Credibility**

- Always follow through
- Stay true to your word
- Create a reputation for getting things done
- Establish a proven track record



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## CREATING TRUST

### Engage in Conflict Resolution

- Identify the conflict immediately for a fast resolution
- Break down the conflict into manageable pieces
- View the conflict as an opportunity for the team
  - Build new relationships
  - Learning moment

## CONFLICT MANAGEMENT

INCREASE  
the positive



DECREASE  
the negative



## CREATING TRUST

### Be a Strong Communicator

- Communicate across all levels of your organization
  - Get to know everyone directly and indirectly involved
- Strong communication can:
  - Create interdependency between people and build strong workplace alliances
  - Improve relationships
  - Promote teamwork
  - Break down departmental silos



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## TECHNIQUES FOR MANAGING A SUCCESSFUL TEAM



### **Make Time for Employees**

- Keep the window of communication open
- Recognize achievements
- Don't criticize
- Pick up on employees' emotional states
- Make sure everyone on your team has a voice
- Let remote employees know they are valued and supported

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## TECHNIQUES FOR MANAGING A SUCCESSFUL TEAM



### **Participate in Teambuilding Activities**

- Volunteering
- Physical activities
- Professional development activities
- Shared meals



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## TECHNIQUES FOR MANAGING A SUCCESSFUL TEAM



### Be Organized

- Find solutions for seamless work coordination
  - Use a project management system that the entire team can access such as Basecamp.com.
- Learn to run a well-organized meeting
  - Instructional and educational
  - Team members feel their needs are heard
  - Clearly communication expectations and instructions
- Balance long-term goals with short-term priorities
  - Determine which aspects of a project should be assigned as high-priority and which have further deadlines.

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## TECHNIQUES FOR MANAGING A SUCCESSFUL TEAM



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## TECHNIQUES FOR MANAGING A SUCCESSFUL TEAM



### Be Flexible

- Be able to effectively deal with complicated and/or unexpected situations
- Be able to communicate and work with a variety of personality types and learning styles
  - Use a variety approaches to engage team members who learn in different ways

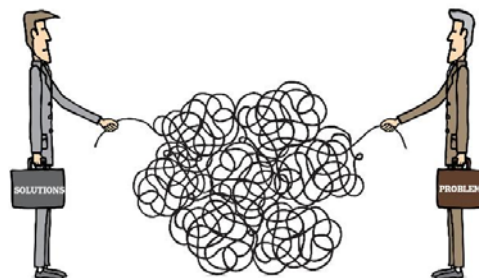


## TECHNIQUES FOR MANAGING A SUCCESSFUL TEAM



### Think About Lasting Solutions

- Don't always go for the quick solution
- Identify all aspects of the problem
- Deal with the cause of the problem rather than treating the symptoms



## TECHNIQUES FOR MANAGING A SUCCESSFUL TEAM



### Don't Be Too Serious

- Successful managers make their organizations a fun place to work
- Organizations that work hard and play hard end up with a more loyal, energized workforce.

work hard.  
└─→ have fun.  
          ↓  
make a difference.



## WHAT NOT TO DO



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## WHAT NOT TO DO

- Do Not Place Blame
  - Create a learning opportunity
  - If necessary, reprimand or coach in private
- Do Not Abuse Positional Authority
  - Use your position as “The Boss” as a last resort.
  - When it’s necessary, explain the rationale behind it
- Do Not Shut Down Opposing Views
  - In order to make good decisions, consider all perspectives.
- Do Not Assume You’re the Smartest Person in the Room
  - Capitalize on the collective wisdom of the group
- Do Not Condone Upward Delegation
  - Upward delegation occurs when a person fails to make a decision they are responsible for and instead asks the manager to make the decision.
  - Undermines accountability and empowerment

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## WHAT NOT TO DO

- Do Not Manage *Around* Other Leaders
  - Make note of the situation and then work through the appropriate leader
- Do Not Kill the Messenger
  - Listen and take appropriate action.
- Do Not Start Too Many Large Initiatives at Once
  - Focus on completing a few long-term projects rather than multiple initiatives that never get finished.
- Do Not Permit Hidden Agendas
  - Ask questions
  - Foster a space for clear and open communication
- Do Not Tolerate Pocket Vetoes
  - A pocket veto is when someone appears to agree but then does nothing, hoping that the subject will be forgotten.
  - Confront this behavior privately and learn the root of the problem.

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RESOURCES FOR  
HOW TO MANAGE EFFECTIVELY



- <http://www.inc.com/jeff-haden/10-scientificall-proven-ways-to-build-and-manage-great-teams-wed.html>
- <http://www.skipprichard.com/12-things-not-to-do-as-a-new-leader/>
- <https://bionicsisters.wordpress.com/2013/11/04/the-art-of-managing-teams-well/>
- <http://www.inc.com/peter-economy/7-keys-becoming-effective-manager.html>
- <http://www.forbes.com/sites/glennllopi/2012/07/10/eff-ective-managers-earn-trust-quickly-by-doing-5-things-well/2/#7cab41087214>
- <http://www.wikihow.com/Learn-to-Manage-People>

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CONNECT



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**How helpful was this? 1 (not much) – 5 (super)**

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