

# THE 7 MODES OF MODERN MANAGEMENT



## Bringing structure to the roles and responsibilities of management

**M**ake no mistake, organisations need great managers to manage both technology AND people. But the loudest squeak gets the oil. Managers can get caught up in their departments and will continuously request technical training and upgrades to make their department more efficient.

Do you know any organisation that places too much emphasis on technical training and allows the people management skills to ebb away? It's the people management skills that keep the organisation lubricated with a positive attitude and a "can do approach". In this course participants discover the 7 Modes of Modern Management:

1. Manager as Strategist
2. Manager as Productivity Director
3. Managers as Change Champion
4. Manager as Validator
5. Manager as Coach
6. Manager as Performance Consultant
7. Manager as Organisational Psychologist

*"Every manager needs to be a strategist. If your managers are not pursuing your strategic objectives then what are they doing?"*



## 7 Modes of Modern Management

### Manager as Strategist

Every manager needs to be a strategist. If your managers are not pursuing your strategic objectives then what are they doing? Too many managers make their own department objectives which bear little resemblance to the organisation's objectives. C-R-A-Z-Y

- Review Strategic Objectives
- Critique how objectives are measured
- Lining up all the ducks in a row
- Wise words from Drucker about the role of managers
- Strategic questions that must be applied to every task and project

### Manager as Production Director

What movie are you the production director of? Do you know what your audience (customer) wants? Can you make a better movie more effectively and efficiently? It's time to learn some dramaturgy disciplines. It's interesting how many managers get stuck in silos and never see the greater picture, Ready...Set...Action...

- Evidence based outputs
- Getting new ideas to boost productivity
- Understanding customers needs and expectations
- Dramaturgy at Disneyland
- Time management essentials

*(continued overleaf)*

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## Manager as Change Champion

Staff will often fear change. If your organisation isn't constantly undergoing change then you'll soon be a dinosaur. Managers need to permeate change through the organisation. Doomed change initiatives usually get bottle necked at management level. Organisations need change champions.

- Analysis of Scott and Jaffe Change model
- Overcoming fear of change
- Gladwell's tipping point
- Permeating change through the organisation

## Manager as Validator

Too many organisations made a hard landing because they rely on data delivered by other people. Managers need to be validators too. For example *"we managed to reduce our purchase of paper by 20%"*. Sounds great but by validating the information you find out that they've outsourced all printing.

- Games people play to pull the wool over manager's eyes
- 4 Critical questions to validate data
- Output based evidence
- Comparison data tactics

## Manager as Coach

Some managers are excellent coaches and some struggle or ignore coaching altogether. Coaching is an essential part of being a manager. Follow a proven framework and it is not as daunting as it sounds. In fact it's often regarded as the most fulfilling part of being a manager.

- Using the GROW model
- On-the-Job Coaching made easy
- Solution focussed coaching
- Keeping momentum with action plans

## Manager as Performance Consultant

A critical function of management is to ensure you get optimal performance from your people. Your team might consist of high potentials, slackers and people who have quit and stayed. You need to learn how to performance manage to deliver your objectives.

- Performance consulting essentials
- Giving and receiving feedback
- 365 PM Approach
- Courageous conversations

## Manager as Organisational Psychologist

Have you noticed a culture of entitlement building internally or externally? Customers can be irrational. A colleague carrying resentment and a poor attitude can dampen the morale of an entire office. So you need to be an organisational psychologist on top of all your other roles. You'll enjoy this module as you discover human behavioural patterns and understand how people tick.

- Personality profiling
- Dealing with Difficult People
- Workplace Ego
- Politics in the workplace
- Resolving workplace conflict

### CASE STUDY: Widget Inc

Picture this. Widget Inc. has the top technology in the world to deliver widgets to the customer. The machinery and technology can convert a customer order into a widget and have it despatched to the customer's premises within 2 hours. Yet customers are leaving in droves. New technology is ordered. Manager's upgrade to a brand new level of technical expertise and the widget delivery time improves by 2.4%. Managers congratulate themselves yet customer dissatisfaction continues to grow.

The mistake that the management made at Widget Inc. is all too common. Managers didn't know what the customers really wanted. They assumed that speed of delivery was critical. In reality, the customers just couldn't bear dealing with the people at Widget Inc. Customers found the staff, rude, disorganised, unhelpful and pushy. It is not rocket science to figure out that Widget Inc. should have been focussing resources on fixing the people side of the organisation rather than improving speed of delivery by 2.4%. Further analysis of Widget Inc. found that the senior management team was dysfunctional, silos had built in the organisation and staff morale was zip.



## NUTS AND BOLTS

### Guidelines

- **Group Size:** An ideal group size is 6–12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your offices. Alternatively, we can provide a venue at a small additional cost.
- **Cost:** Upon request.
- **Target Audience:** Team Leaders Supervisors and Managers

### Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed facilitator
- program cost
- possible dates (if requested)

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