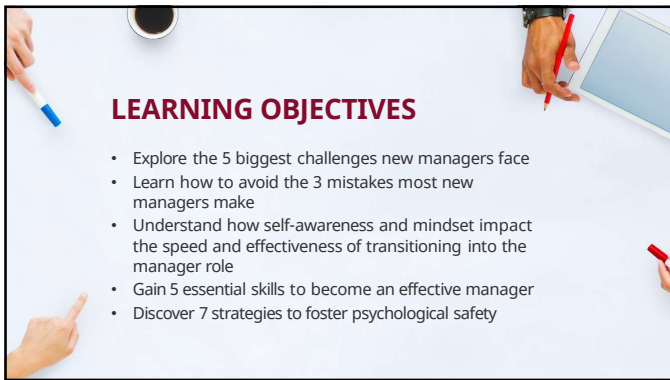


1



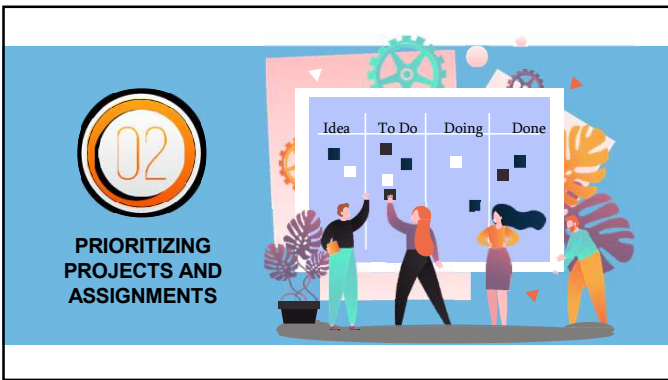
2



3



4



5



6



04
MEETING
YOUR BOSS'S
EXPECTATIONS

A slide with a light beige background. On the left, there is a circular icon with the number '04' inside. To the right of the icon is a photograph of a dartboard with a single dart hitting the bullseye.

7



05
BALANCING
OPERATIONAL
AND MANAGERIAL
RESPONSIBILITIES

A slide with a yellow background. On the left, there is a black silhouette of a person's head in profile, with a golden scale of justice inside. To the right of the silhouette is a circular icon with the number '05' inside.

8



3 Common
Mistakes New
Managers Make

A slide with a blue background. On the left, there is a large white exclamation mark. To the right of the exclamation mark is the text '3 Common Mistakes New Managers Make'.

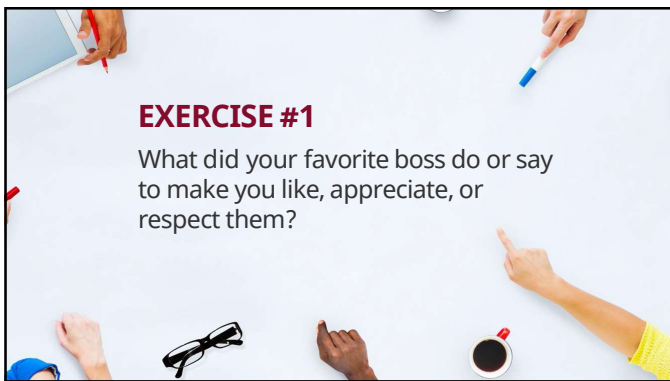
9



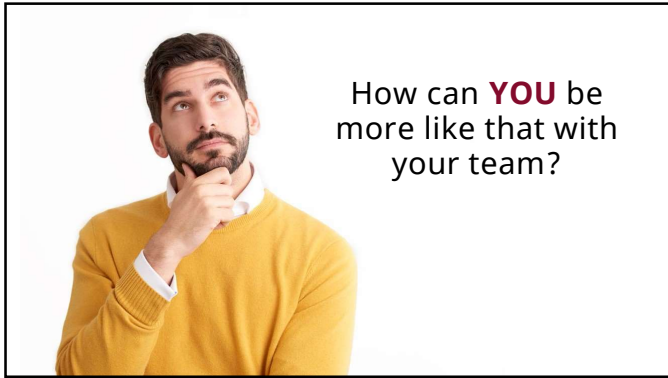
10



11



12



13



14



15


PSYCHOLOGICAL SAFETY

- S** Set Clear Expectations
- A** Accept Them Where They Are
- F** Find Ways to Encourage & Support Risk-Taking
- E** Express Appreciation
- T** Take Responsibility for Modeling Desired Behaviors
- Y** YES to the Benefits



16

IMPORTANCE OF SELF-AWARENESS AND MINDSET



17


70% EXPERIENCE IMPOSTER SYNDROME



18

IMPOSTER SYNDROME

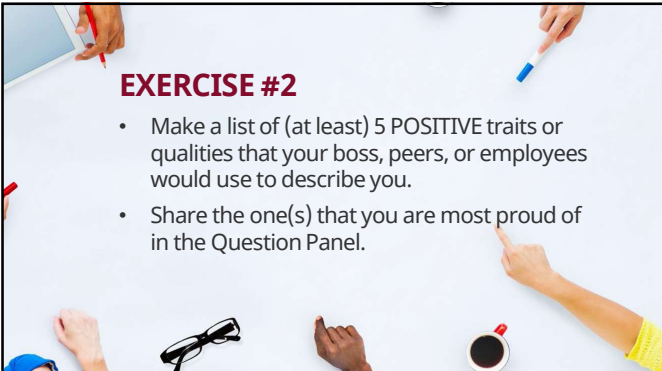
- Attribute their success to luck
- Feel as if they're not good enough
- Fear they will be discovered as a fraud



19

EXERCISE #2

- Make a list of (at least) 5 POSITIVE traits or qualities that your boss, peers, or employees would use to describe you.
- Share the one(s) that you are most proud of in the Question Panel.



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THE 5 ESSENTIAL SKILLS TO MASTER




21

1		COMMUNICATION
2		APPRECIATION
3		BUILDING / REBUILDING TRUST
4		DELEGATION
5		PERFORMANCE COACHING

22

1 COMMUNICATION




MUST BE

- Proactive
- Personalized
- Transparent
- Two-Way

23

1 COMMUNICATION




MAKE YOUR TEAM FEEL

- Well-Informed
- Included
- Valued

24

2

APPRECIATION



MUST BE

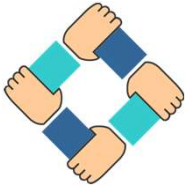
- Personalized
- Genuine
- Specific




25

3

(RE)BUILDING TRUSTING

Respect their:



-  Time
-  Opinions
-  Ideas

26

4

DELEGATION

4 Most Common Reasons

- Control
- Ego
- Past Experience
- Lack of Clarity




27

Common Reasons for Resisting

"No one can do it better than me"	"I want the credit or recognition"	"It will take too long to explain or train"
"It's easier to do it myself"	"I don't have time to babysit/check on them"	"I don't know if I can trust them to do it right"
"I had a bad past experience"	"I don't know where to start or what to delegate"	




28



Delegation requires the willingness to pay for short term failures in order to gain long term competency.

— Dave Ramsey —

AZ QUOTES



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AVOID THE MONKEY TOSS

30

5 PERFORMANCE COACHING

IMPROVE MAINTAIN DEVELOP

31

1 COMMUNICATION

2 APPRECIATION

3 BUILDING / REBUILDING TRUST

4 DELEGATION

5 PERFORMANCE COACHING

32

KAMMY HAYNES, Ph.D.
 Founder and President of Inside the Bottom Line
 and Instructor at UMass Global

Q&A

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