5 Skills Managers Need to Lead Growth-Minded Teams

September 6, 2022

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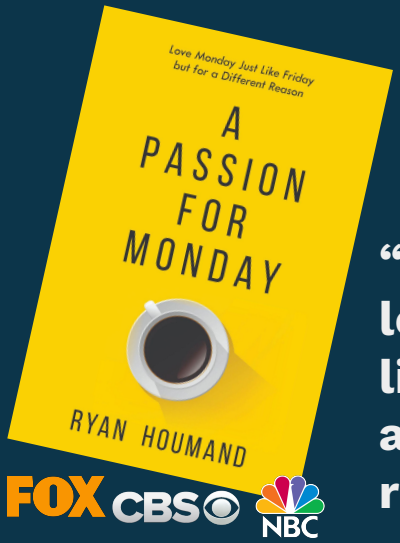
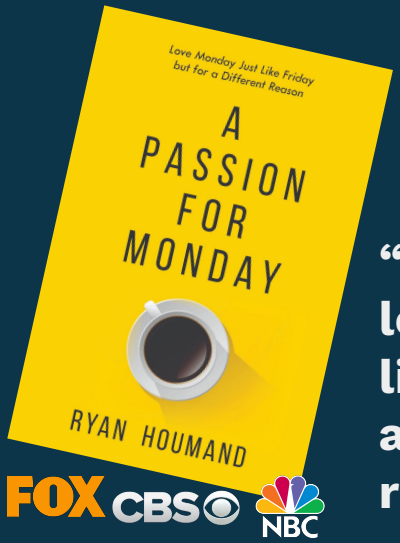


FOX CBS NBC

“Everyone should love Monday just like Friday but for a different reason.”

me
monday



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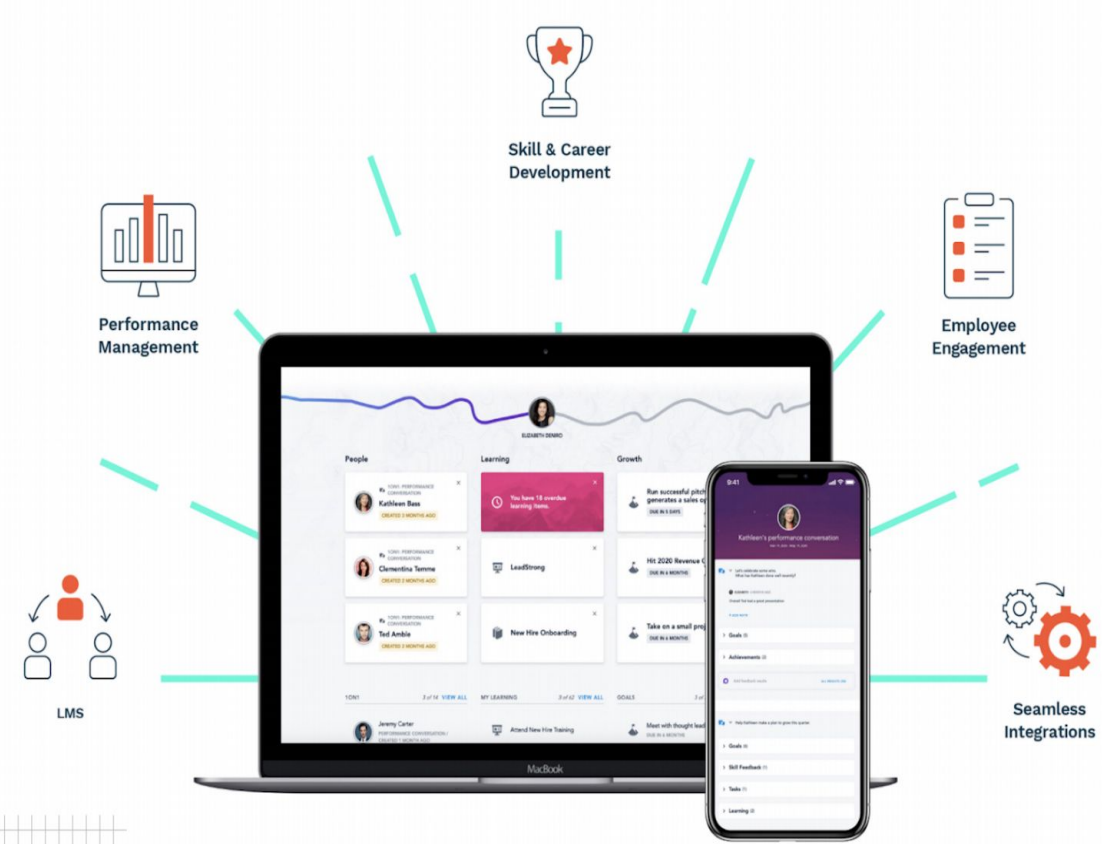
Learning + Performance Platform

Bridge is a Learning & Performance platform that transforms organizations by enhancing peer-to-peer connection, improving performance alignment, and empowering skill & career growth



Quiet Quitting

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From a post on Linkedin this week:

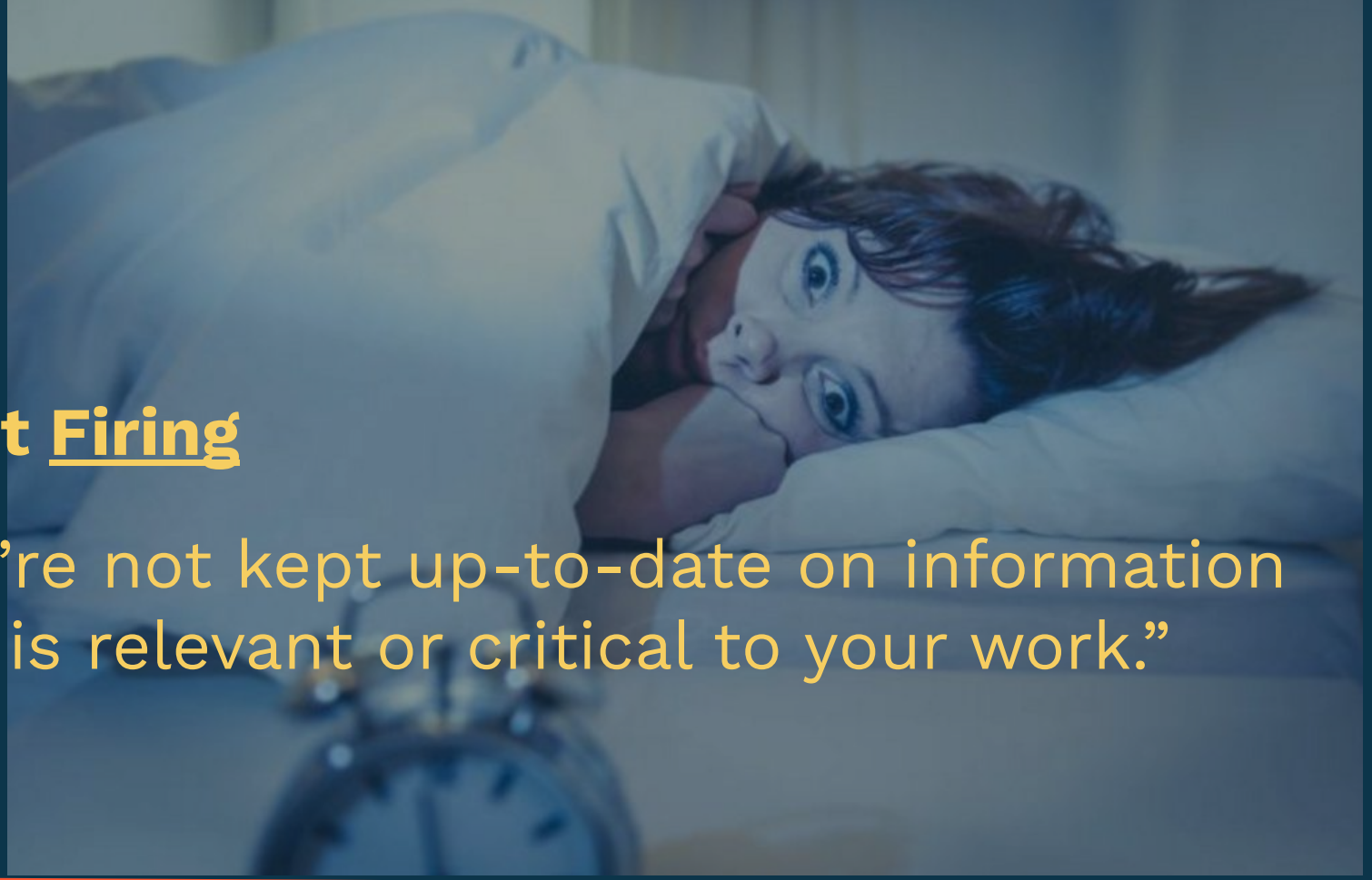
"The '**Quiet Quitting**' thing is funny to me. I think the real conversation should be around "**Quiet Firing**" as it is rampant."

Quiet Firing

“You don’t receive feedback or praise. You get raises of 3% or less. Your 1:1s are frequently cancelled or shuffled around.”

Quiet Firing

“You don’t get invited to work on cool projects or stretch opportunities”



Quiet Firing

“You’re not kept up-to-date on information that is relevant or critical to your work.”

BUSINESS JOURNAL

Why Great Managers Are So Rare

Companies fail to choose the candidate with the right talent for the job 82% of the time, Gallup finds

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If we miss in the hiring 82% of the time, we have to make up for that in skills development

Why should L&D care about manager skills?

Top Challenges for new managers...

- **32%** worried about balancing individual responsibilities with the need to oversee staff
- **19%** said it was most difficult to manage friends and former peers
- **17%** found it challenging to motivate teams
- **16%** prioritize projects
- **16%** meet higher performance expectations

-2016 Survey of CFO's by Robert Half

“How L&D can provide the one thing new managers need”

“Those in charge of learning must be **champions of development**, influencing senior management to provide resources and commitment to **ensure every new manager’s success**, whether those managers are new to the company or new to the role.”

“How L&D can provide the one thing new managers need” - *HRDrive.com*

What made you decide to attend this webinar?

What do you hope to get out of it?

5 Skills Managers Need to Lead Growth-Minded Teams

1. **Motivate** with Vision
2. **Assertiveness** to Drive Outcomes
3. Culture of **Accountability**
4. **Relationships** of Trust
5. **Decision Making** based on Productivity

#1 Motivate with a Vision

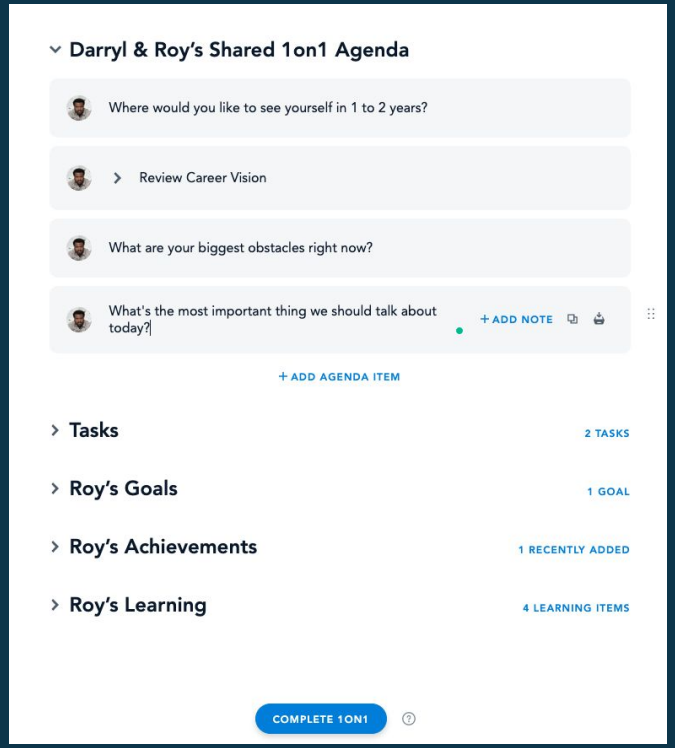
Motivate with a Vision

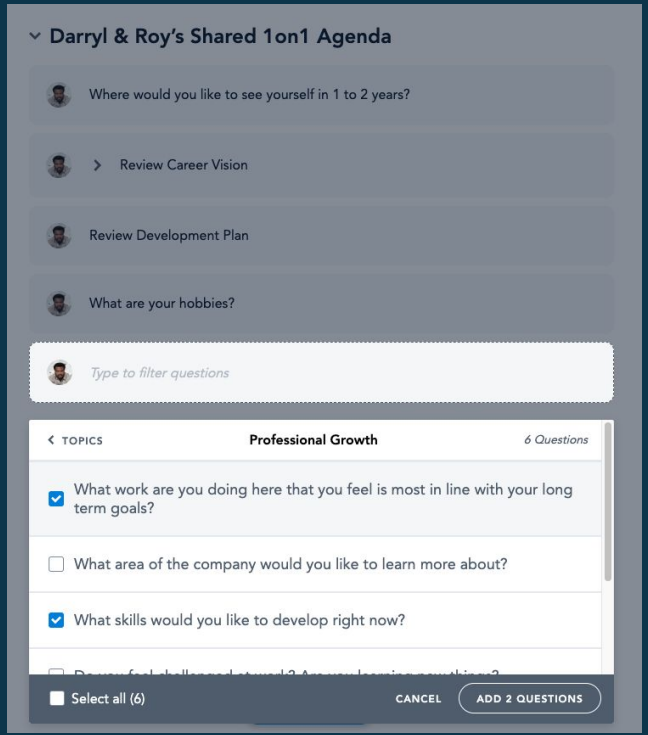
Fallacy: We assume because the manager *got the job*, they know how to *do the job*.

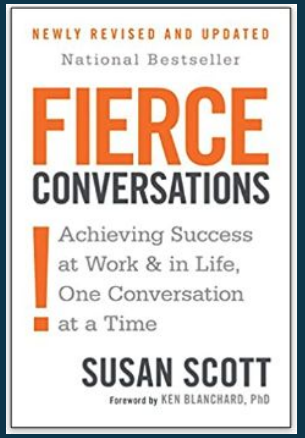
Development Solution:

- Teach them how to effectively coach.
  - Ask more than direct
  - Get the vision; share that vision

Motivate with a Vision - Tools







#2 Assertiveness to Drive Outcomes

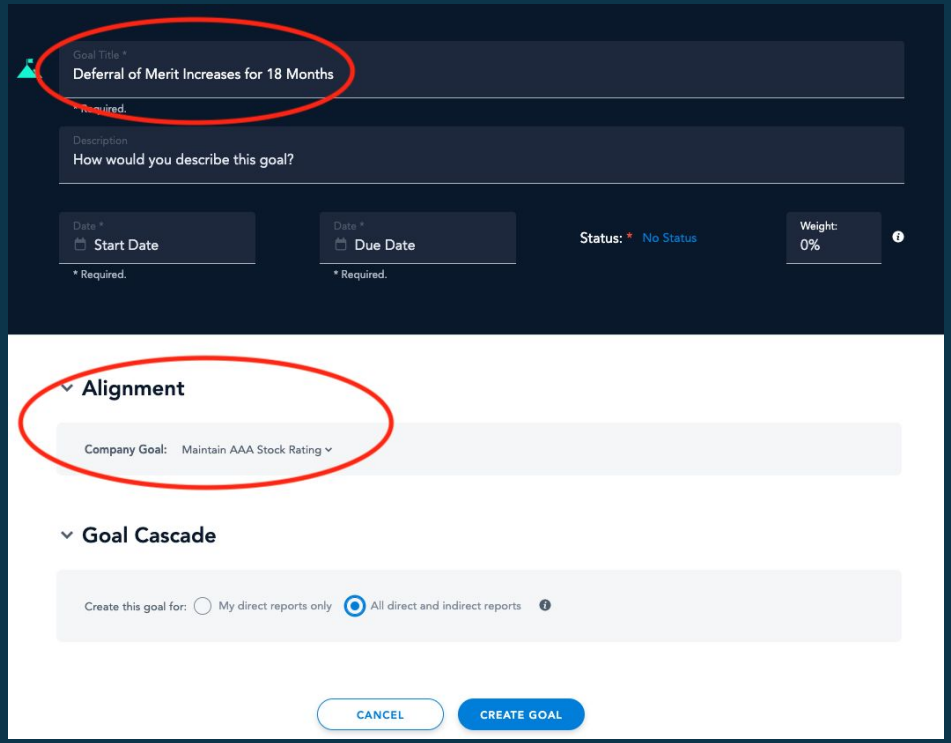
Assertiveness to Drive Outcomes

Fallacy: We assume because the manager *got the job*, they stand up for their rights and the rights of their team.

Development Solution:

- Teach them how to effectively **communicate** up, down and across the organization
  - Ask questions to seek their own understanding of top down “directives”.
  - Transparency

Assertiveness to Drive Outcomes - Tools



#3 Culture of Accountability

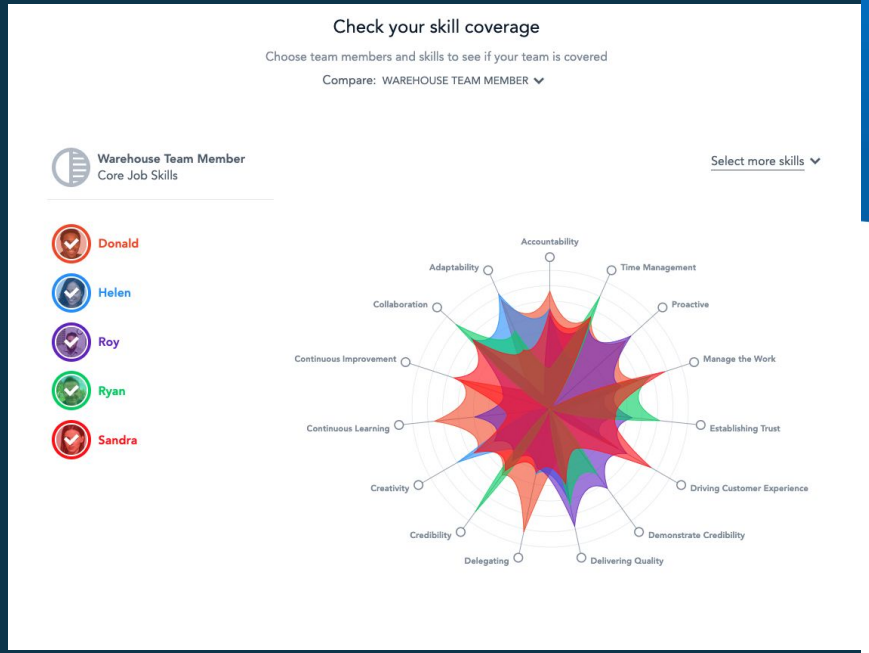
Culture of Accountability

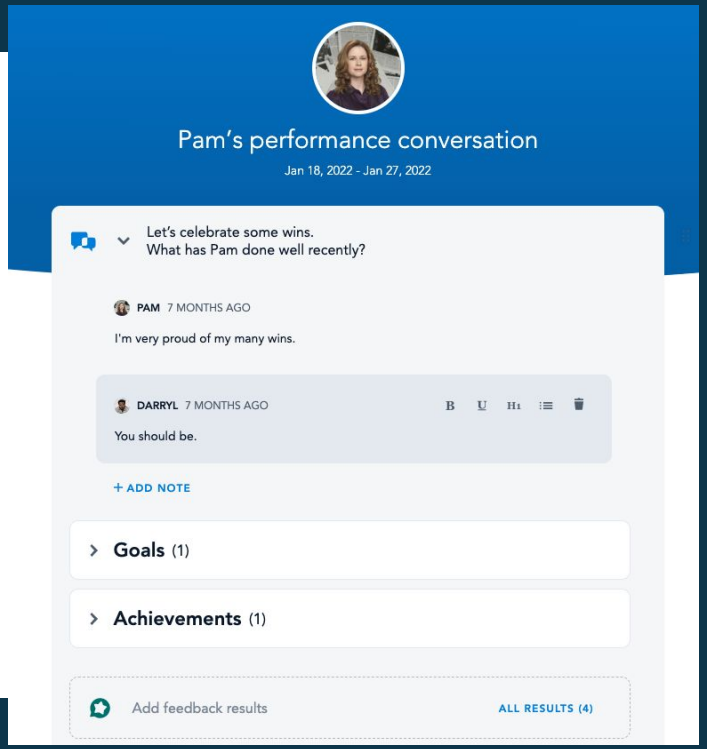
Fallacy: We assume because the manager *got the job*, they know how to handle **performance and behavior** issues.

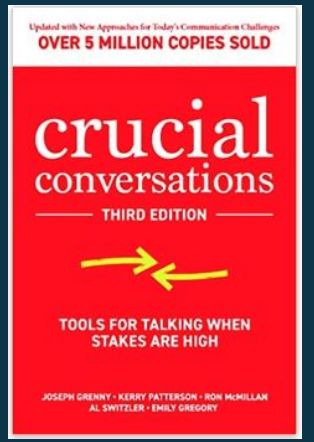
Development Solution:

- Teach them how to effectively have **difficult conversations**
  - Get the facts
  - State the facts without judgement
  - Ask for clarification
  - Take appropriate action

Culture of Accountability - Tools







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#4 Relationships of Trust

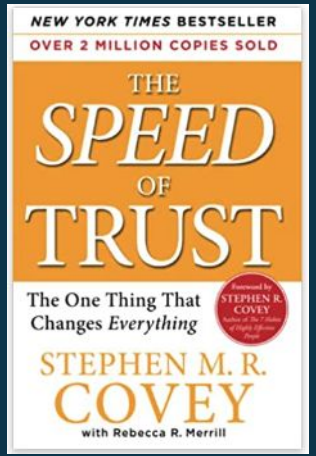
Relationships of Trust

Fallacy: We assume because the manager *got the job*, they know how to build relationships of **trust** and **transparency**.

Development Solution:

- Teach them how to establish trust through interactions.
  - Take an interest, personally
  - Understand the concerns of each member of the team
  - Individualize the approach

#5 Relationships of Trust - Tools



#5 Decision Making

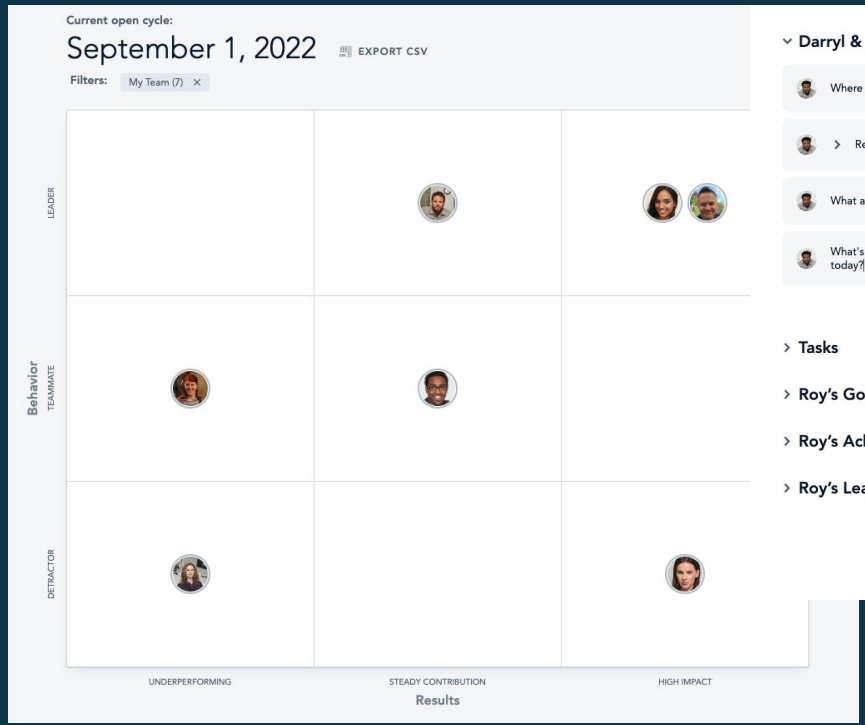
Decision Making

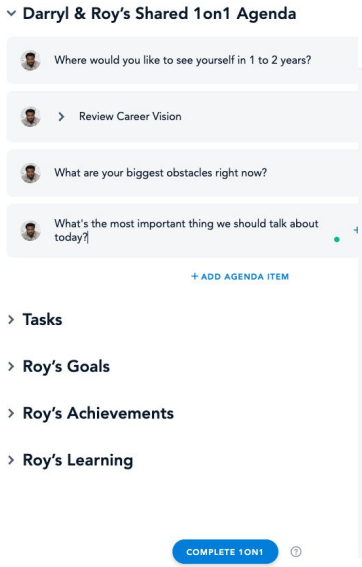
Fallacy: We assume because the manager *got the job*, they know how to make productivity-based decisions.

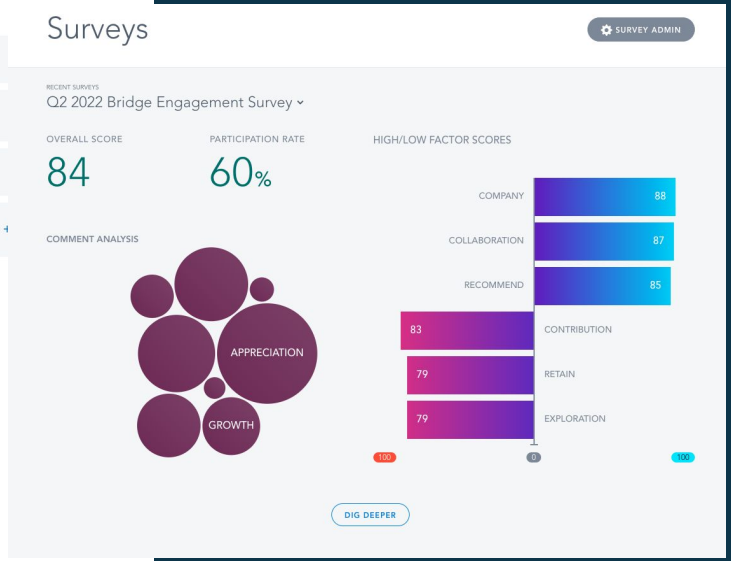
Development Solution:

- Teach them how to measure what matters.
  - Decisions are easy with data
  - Hard conversations are easy with data

Decision Making - Tools







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Connection - Alignment - Growth

Committed - Enthusiastic - Involved

Engaged

Engaged = Growth

Why do we care about Engagement?

Engagement: Top Quartile v. Bottom Quartile Companies

- 41% lower **absenteeism**
- 10% higher on **customer satisfaction**
- 21% higher in **profitability**
- 17% higher in **productivity**
- 24% lower **turnover** (in high-turnover organizations)
- 59% lower **turnover** (in low-turnover organizations)
- 28% less **shrinkage**
- 70% fewer **employee safety** incidents
- 58% fewer **patient safety** incidents
- 40% fewer **quality defects**
- 20% higher **sales**

One Suggestion Building Manager Skills

Hold a Manager Boot Camp:

- **Week-long, intensive training**
- **Work on skills**
- **Roll out tools**
- **Managers gain exposure if not mastery to all these concepts**

Ask yourself these questions...

1. Are we developing our managers?
2. Do our managers have the 5 skills?
3. How can we train these 5 skills?
4. Do we have tools to support the skills training?

1. *Motivate with Vision*
2. *Assertiveness to Drive Outcomes*
3. *Culture of Accountability*
4. *Relationships of Trust*
5. *Decision Making based on Productivity*

Questions

Thank you!

Ryan Houmand

GetBridge.com

Want a copy of the slides? *- PDF will be mailed to everyone following the webinar.*

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