WHO?S THE DOSS?

Time: 10:15 a.m. - 11:30 a.m.

Location: Atlantic 6

WHO'S THE BOSS? KEYS TO BECOMING A SUCCESSFUL MANAGER

Management has been described as "a practice where art, science, and craft meet". This workshop will help child support supervisors learn more about the art, science, and craft of time- and staff-management. You'll learn simple, yet effective, ways to get the most for your time, from your staff.

Presenter: Vicky Tillman

Business Analyst Deloitte Consulting Indianapolis, IN

Moderator: John White

Senior Manager Deloitte Consulting Pittsburgh, PA

ERICSA 2009 March 29-April 2, 2009



Who's the Boss: KEYS TO BECOMING A SUCCESSFUL MANAGER

Moderator: John White,

Deloitte Consulting LLP

Speaker: Vicky Tillman,

Deloitte Consulting LLP



Provide responsibility to your staff

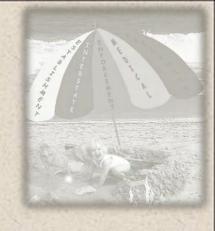


"Responsibility is a choice. No matter what the circumstances, you have the power to think and to choose what you do."

Victor Frankl



How to assist your staff to be responsible



Agree to whom they are responsible

Agree to what they are responsible for

Define the strategies, goals, and objectives



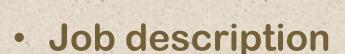
From the beginning



- Provide a complete job description
- Provide excellent training
- Provide an understanding of the office organization
- Provide an understanding of office policy



The right tools



- Provide the worker with your expectations
- Provide the worker with their responsibilities
- Will avoid the "not my job" issues



- Easier and more efficient to learn correctly than to correct mistakes
- Empower the worker to do the job properly
- Build self esteem with accomplishments



The overall Team

- Provide each worker with
 - An organizational chart for your office
 - An organizational chart for your region
 - An organizational chart for the state
 - An organizational chart for the federal office
 - A worker will consider themselves a vital part of the team if they have a strong understanding of the entire organization



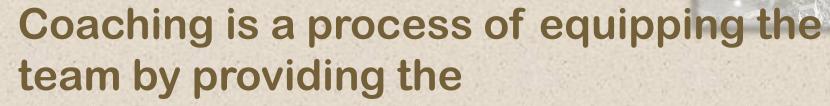
Office Policy and Procedures

- Have written policy and procedures
- Provide a copy to each employee
- Review with each employee

This will avoid many conflicts when everyone understands the policy and procedures.



Become a Coach



- Tools
- Knowledge
- Opportunities to develop their skills!



Time Management

- Create a to-do list at the end of each day
- Complete major task first
- Do task that take less than 5 minutes immediately
- Keep your desk organized
- Prioritize
- Delegate
- Block time each day to return calls and emails



SMART Goals

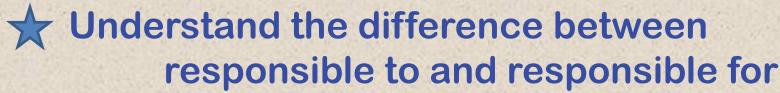
- Specific
- Measurable
- Achievable
- Rewarding
- Timely





Keys to Good Management

















"The great leaders of tomorrow will be the ones who understand how to get everyone to participate".

Sara Little Turnbull

