

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.

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SUCCESSFUL MANAGER*

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Deloitte Consulting LLP
Speaker: Vicky Tillman,
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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



- **Job description**

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

- **Training**

- 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



Coaching is a process of equipping the team by providing the

- 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

• Set SMART goals

Working Together for Children and Families – A “Shore” Thing

SMART Goals



- **S**pecific
- **M**easurable
- **A**chievable
- **R**ewarding
- **T**imely

Keys to Good Management



- ★ Learn to delegate
- ★ Understand the difference between responsible to and responsible for
- ★ Become a coach, not a referee
- ★ Offer praise and encouragement
- ★ Use SMART goals
- ★ Reward your staff
- ★ Reward yourself



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

**Sara Little
Turnbull**