Management Basics
Quick Reference Card

Introduction to Management

What is Management?

Management involves guiding and overseeing a team's work to achieve organizational objectives.

"It's not just about telling people what to do; it's about guiding, supporting, and leading a team to success."

What makes a great Manager?

- ☐ They communicate clearly and effectively.
- ☐ They're organized and plan.
- ☐ They empower their team members.
- ☐ They're able to make tough decisions.
- ☐ They're always learning and adapting.

Different Management Styles

While many management styles exist, here are four common management types:

1 Autocratic: Managers decide independently, prioritizing efficiency in urgent situations.

2 Democratic: Managers seek input for decisions, enhancing morale and creativity.

3 Laissez-faire: Managers grant autonomy, effectively with experienced, self-driven teams.

4 Transformational: Managers inspire and motivate towards ambitious goals.

Leadership Skills

Leadership skills are crucial for effective management and essential for managerial success. These include:

- Ensuring a clear, concise information exchange and understanding within your team.

- Assigning tasks strategically to suitable team members, providing necessary support and feedback.

- Setting clear goals, provide resources, encourage feedback, and recognize contributions.

Craft a Vision

A **vision** outlines future goals, offering numerous benefits, including:

- ✔ Provides Direction: Establishes a clear goal, aligning team efforts.
- ✔ Motivates Team: Inspires team members towards achieving the vision.
- ✔ Guides Strategic Planning: Serves as a foundation for decision-making.

Set Clear Goals

To harness motivation through goal setting, embrace the practical **SMART framework**.

S **Specific**: Goals must be explicit about what to achieve.

M **Measurable**: They should have quantifiable outcomes for tracking.

A **Actionable**: Goals inspire concrete actions, becoming a roadmap.

R **Relevant**: Align with roles, team objectives, and organization.

T **Time-Bound:** Have a defined timeline for urgency.

Organize for Success

Organizing your team for success requires thoughtful planning and execution. Here are some essential steps to help you get started:

- Ensure everyone knows their responsibilities. Employ software and tools for task management and communication.
- Foster open, regular team communication.
- Equitably allocate human and material resources.
- Establish and uphold realistic deadlines.
- Encourage teamwork where everyone contributes.

Decision Making

Effective **decision-making** in management requires a focused strategy that addresses risk, uncertainty, and critical thinking. This includes several key approaches:

Risk Management: Identify, assess, and mitigate risks, considering all outcomes.

Navigating Uncertainty: Maintain adaptability and promote team resilience and communication.

Critical Thinking: Use analytical skills to evaluate information, solve problems, and learn from results.

Resolve Conflicts

Conflicts arise from differing goals or limited resources and fall into two categories:

1 Task-Related Conflicts: Disagreements over work tasks.

2 Relationship-Related Conflicts: Personal issues among team members.

You can resolve these conflicts by:

✓ Understand root causes and acknowledge the issue.
✓ Promote open communication to find common ground.
✓ Collaboratively develop and monitor effective strategies.

Performance Management

Performance management involves setting clear standards and evaluating employee performance to ensure team success and personal growth.

Setting Standards: Define SMART performance standards, engaging team members for role clarity.

Evaluating Performance: Offer balanced feedback through well-prepared, data-informed evaluations to align goals and guide decisions.

Develop Your Team

As a manager, developing your team can lead to improved performance, increased innovation, and enhanced job satisfaction. Here's how to do it:

- Cultivate a culture of continuous learning, encouraging curiosity and embedding learning opportunities.

- Spot and develop team talent, providing challenges and supporting career growth.

- Ready for succession by training future leaders and offering strategic experiences.

Change Management

Change moves from one state to another, ranging from minor process tweaks to major organizational overhauls, introducing uncertainty and resistance.

Stages of Change

According to Kurt Lewin, change involves:

✓ **Unfreezing**: Preparing for change by questioning current norms.
✓ **Changing**: Transitioning, requiring leadership to manage disruptions.
✓ **Refreezing**: New practices become standard, establishing a new status quo.

Ethical Management

Ethical management is about making a workplace where trust, new ideas, and everyone feeling included are most important. It means leaders work to create a place where people are honest, everyone's differences are valued, and all voices are heard.

➤ Fostering Diversity and Inclusion

- Leverage diverse backgrounds to boost creativity.
- Create a supportive atmosphere where all voices matter.
- Ensure fairness in hiring and promotions.
- Promote understanding of diverse cultures and model inclusivity.

➤ Leading with Integrity

- Demonstrate honesty and transparency.
- Ensure actions consistently reflect core values.
- Own up to decisions and their impacts.
- Appreciate diversity and treat everyone with dignity.

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SKILLS	PRE-ASSESS	LESSON	POST-ASSESS	GROWTH
SMART Goals Verified Learning	25%		75%	50% Improvement
Specific	Fail	Complete	Pass	
Measurable	Pass	Complete	(Pass)	
Achievable	Fail	Complete	Pass	
Relavent	Fail	Complete	Fail	

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