

The Role of Manager

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Center

Basic Management Functions

- Planning
- Organizing
- Staffing
- Monitoring
- Motivating

Management Functions

FUNCTION	IMPACT
Strategic Planning	Long-term
Tactical Planning	Short-term
Organizing	Long-term
Staffing	Long-term
Monitoring	Short-term
Motivating	Short-term

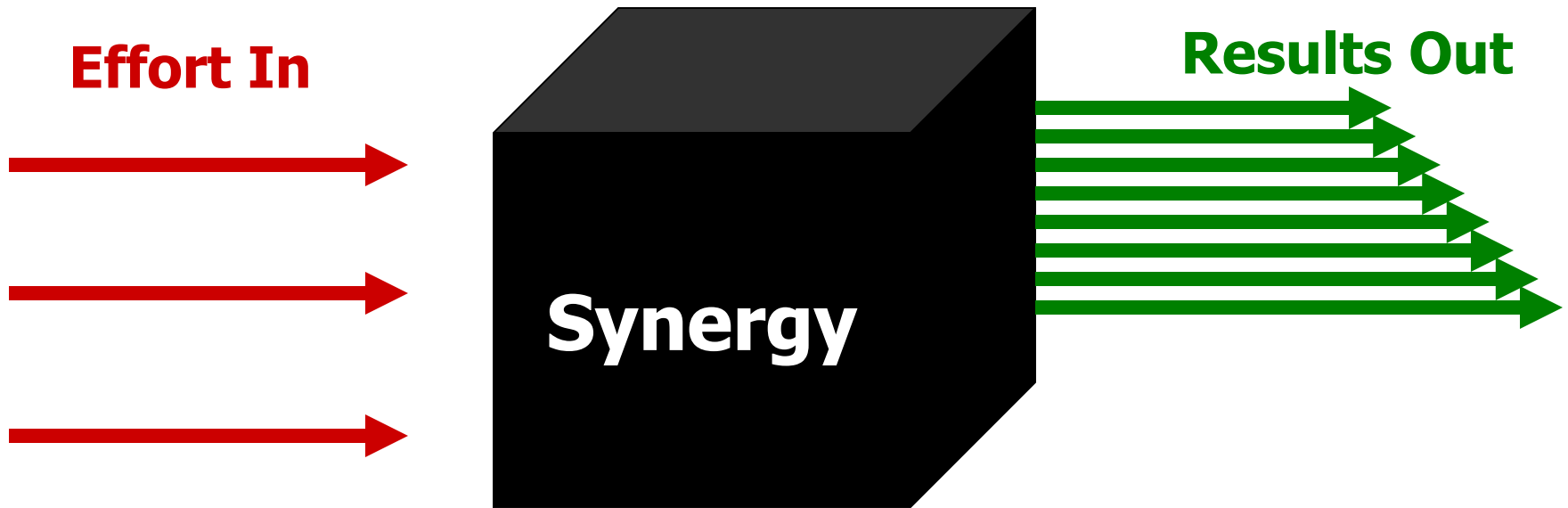
Management is Where the Rubber Meets the Road!

Driving Force Versus Controlling Force



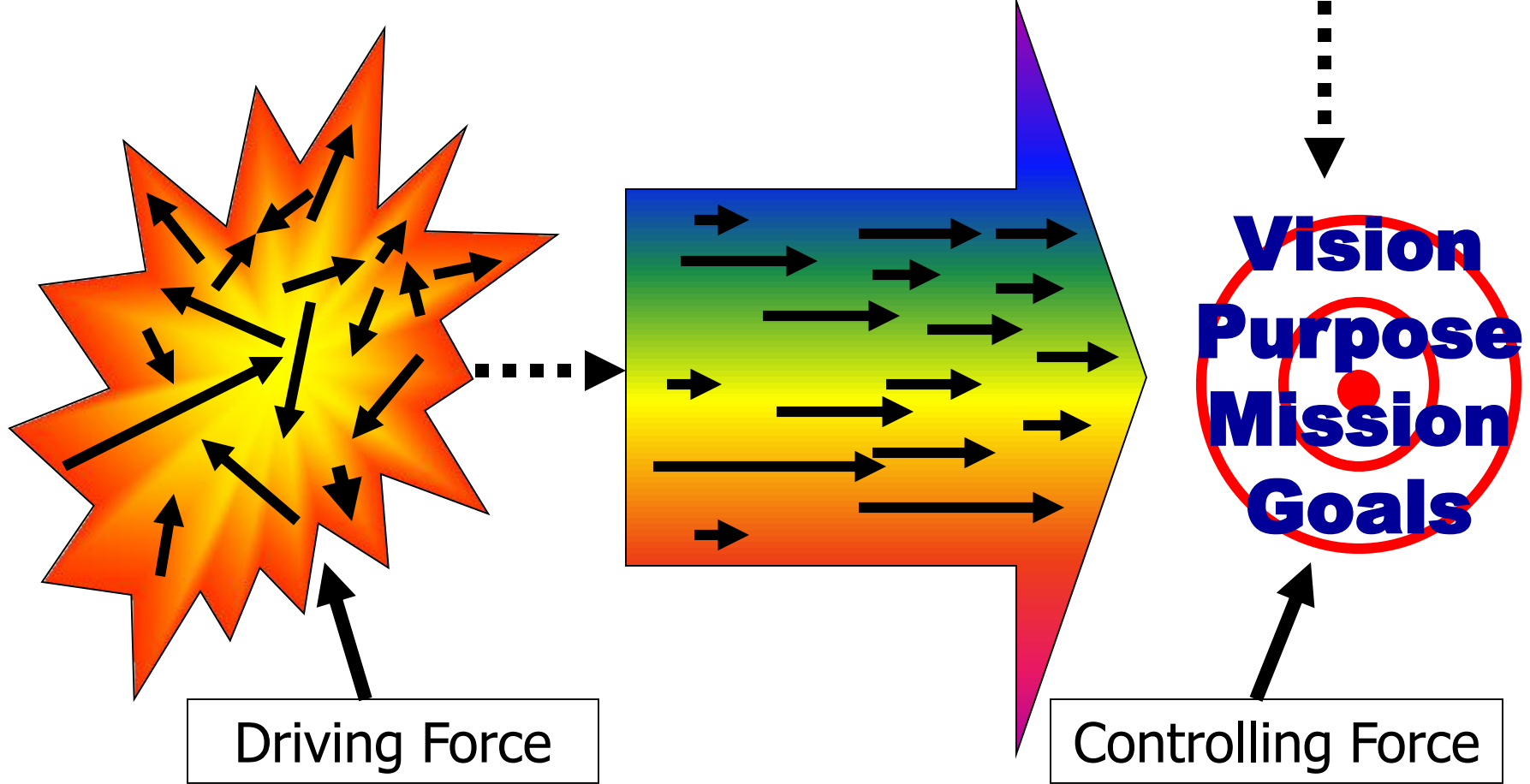
The Magic of Synergy

The interaction of multiple persons when the combined result is greater than the sum of the individual effort.



Dynamic of Aligned Action

Group Ideas Generated → Transformed → By Focused Planning



Dynamic of Planning



1. Where are we now?
2. Where do we want to be?
3. How do we get there?

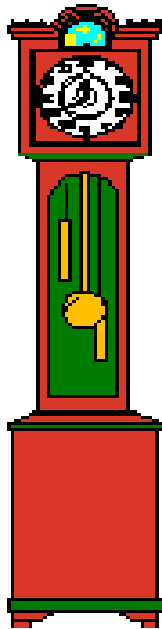
Dynamic Force in Management

- Monitoring (**Controlling Force**)
 - Documenting
 - Negative Reinforcement
 - Correction
 - Coaching
- Motivating (**Driving Force**)
 - Rewards
 - Consequences
 - Influence
 - Positive Reinforcement
- Communicating (**Stabilizing Force**)
 - Balanced
 - Open
 - Assertive

Review Questions from the Role of Supervisor

- What are the five functions of management?
- What are some common challenges for supervisors?
- What is the definition of synergy?
- Why do supervisors often feel “caught in the middle”?
- What are the three primary roles for a supervisor?

Time Management



Making the Most of Time

Timely Saying

Time flies

Time is money

Time marches on

Time heal all wounds

Time waits for no man

There aren't enough hours in the day

I can't change time, but time can change me

The Nature of Time

- **Time is Democratic**

Everyone has 24 hours a day,
168 hours a week and
8,736 hours a year

- **Time is Perishable**

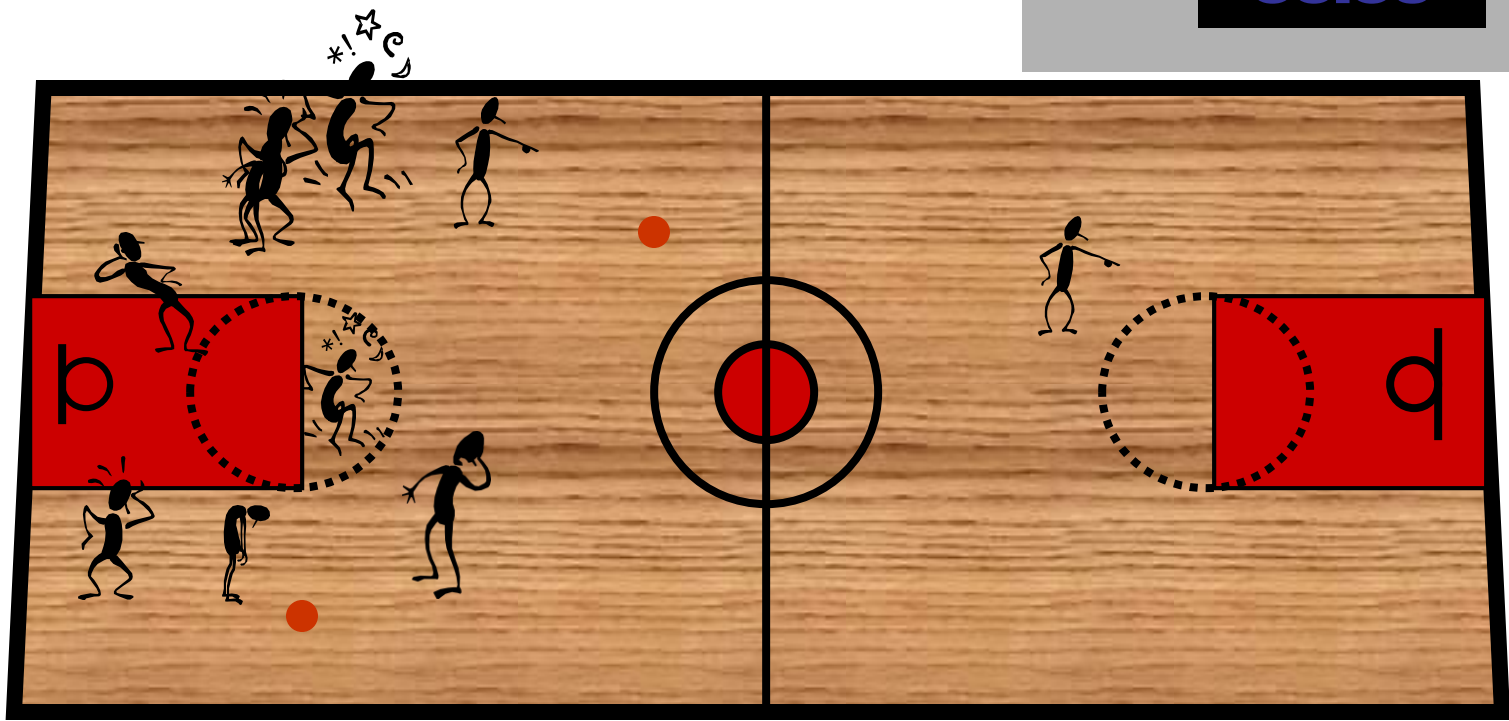
You can't buy it, sell it, store it, or save it

- **Time is Economic**

Scarcity of time makes it valuable

Real Time

Home		Visitor
75	Time	76
	00:03	



You practice and prepare, but at game time the clock is ticking.

Dealing with Time

Driving Force vs Controlling Force

Activity vs Progress

Efficiency vs **Effectiveness!**
(Setting the right Priorities)

Efficiency versus Effective

The Efficient Person

- Does things right
- Does things well
- Does things quickly
- Does things systematically

- Focuses on activities
- Is busy
- Is in motion

The Effective Person

- Does the right things
- Does things that matter
- Eliminates some things
- Knows the difference between important and urgent

- Focuses on results
- Is productive
- Is a time manager

Theory of Time Acceleration

$$Y / A = TLE$$

Year / Age = Total Life Experience

For a one year old child,

one year is **100%** of total life experience.

For a 10 year old child,

one year is **10 %** of total Life experience.

For a 50 year old person,

one year is only **2%** of total life experience.

Time Planning

- Time Audit

Where are we now?

- Goal Setting

Where do we want to go?

- Implementation

How do we get there?

Time Audit: Where are we now?

- Make the commitment, accept the results
- Keep a time log
- Transfer the daily information into a weekly categorical chart
- Analyze weekly time chart to identify time wasters.

Goal Setting: Where do we want to be?

- Time setting goals need to be SMART
Specific, Measurable, Attainable, Realistic and Truthful
- Long range goals need to be supported by Strategies and Tactics
- Prioritize goals. Do the first things first

Prioritizing: How do we get there?

	Urgent	Non-Urgent
Important	<p>Level 1 <u>Reactive</u> Problems, Crises, Deadlines</p>	<p>Level 2 <u>Proactive</u> Preparation, Prevention, Planning</p>
Unimportant	<p>Level 3 <u>Knee-jerk</u> Interruption, Meetings, Phone calls</p>	<p>Level 4 <u>Inefficiency</u> Time wasters, Junk mail, Trivial activity</p>

Time Wasters

- Procrastination
- Meetings
- Problem People
- Inability to say no
- Poor planning and organization
- Confusing “fire fighting” with productivity
- Misjudging time

Time Management Strategies

- Put First Things First
- Learn to say No
- Plan
 - Write down goals and objectives
- Delegate

Three S for efficiency

- **STRAIGHTEN**

Keep area neat and clean. Throw away materials that are obsolete, broken, or useless. Store “Just-In-Case” items away from work area.

- **SORT**

Organize working materials in a logical method.

- **STANDARDIZE**

Use a system to insure work area is organized so that all persons in the organization know how to straighten and sort.

Time Management Tactics

- Clean Up
- Clarify Objectives
- Establish Priorities
- Don't Shuffle Paperwork
- Combine and Break-up Task
- Reduce Interruption
- Avoid Perfectionism
- Learn to say "no"
- Reward Yourself
- Use Tidbits of Time
- Recognize Productive Hours

Review Questions

- What is the difference between important task and urgent task?
- How do you set SMART goals?
- List three time wasters.
- List the three steps of time planning.
- What is the 3 S of Efficiency?