



EyeSystems

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Moving From Team Player to Team Leader



It Ain't Easy Being the Manager


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Establishing Authority

Prioritize - Define - Why



- Leadership
- Manage time
- Set goals
- Delegate
- Motivate
- Encourage teamwork
- Empower
- Manage projects
- Communicate
- Problem solve

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Must Do's

- Be fair and consistent
- Improve communication
- Involve staff in decisions
- Know duties of all positions
- Be positive and enthusiastic
- Confront and correct poor performance




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Must Do's

- Give recognition
- Be proactive
- Don't procrastinate
- Accept responsibility for mistakes
- Be respectful toward all staff
- Enjoy your job




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Top 10 reasons staff members

DON'T meet expectations




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1. They don't know how to do their jobs


don't know



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2. They experience obstacles from doing their jobs



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I AM NOT RESPONSIBLE FOR THE VERSION OF ME THAT EXISTS IN YOUR HEAD.

3. They don't know their responsibilities

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4. They fear negative consequences

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5. They don't understand the importance of their job



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6. They don't want to do it the boss's way



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7. They don't receive reinforcement for doing their jobs well

	 REINFORCEMENT	 PUNISHMENT
POSITIVE Add stimulus	Add pleasant stimulus to increase the behaviour	Add unpleasant stimulus to decrease the behaviour
NEGATIVE Remove stimulus	Remove unpleasant stimulus to increase the behaviour	Remove pleasant stimulus to decrease the behaviour

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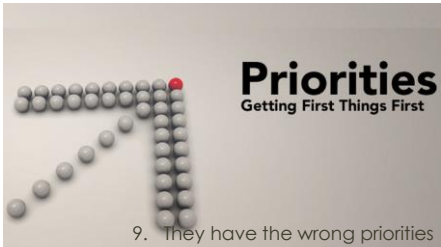
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	 REINFORCEMENT	 PUNISHMENT
POSITIVE Add stimulus	Add pleasant stimulus to increase the behaviour	Add unpleasant stimulus to decrease the behaviour
NEGATIVE Remove stimulus	Remove unpleasant stimulus to increase the behaviour	Remove pleasant stimulus to decrease the behaviour

8. They don't receive negative consequences for nonperformance

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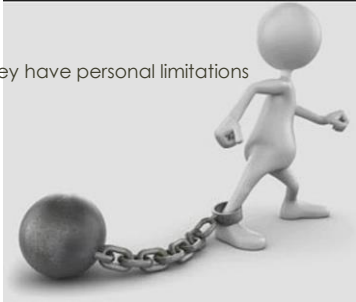
Priorities
Getting First Things First

9. They have the wrong priorities

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10. They have personal limitations



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Boosting Credibility – 10 Steps



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1. Uncover the cause and track them
Policy, people or procedure



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POLICY MANUAL
2. Develop clear policies and procedures

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3. Explain policies and procedures at orientation and staff meetings



COLLABORATION

ASSIST, TEAMWORK, SUCCESS, INSPIRATION, TRUST, EXCHANGE, SHARE, SUPPORT

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4. Enforce policies consistently

Discipline leads to habits.

Habits lead to consistency.

Consistency leads to growth.

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5. Commit to developing a supportive environment

Persisting
Taking responsible risks
Creating, imagining, innovating
Collaborating
Listening with empathy & understanding
Finding humour
Striving for accuracy

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6. Listen respectfully

RESPECTFUL LISTENING

- Bring up straight
- Making eye contact
- Nodding
- Smiling
- Asking questions
- Looking interested

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7. Know How to Handle Difficult Situations
Prepare
Develop scripts

Common Workplace Stressors

- Physical discomfort
- Interpersonal conflict
- Multitasking
- Disorganization

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8. Offer rewards

REWARDS

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9. Address inappropriate behavior in a timely manner

How To Manage Difficult Employees

<p>IF YOU NEED TO TERMINATE THE EMPLOYEE, BE PROFESSIONAL</p> <p>If you decide to terminate, the employee should not be surprised. Handle the process with care and professionalism.</p>	<p>BE CONSISTENT</p> <p>Do not get upset about your responsibilities for your employees and supervisors. Be consistent in the way you handle all employees.</p>	<p>LISTEN TO FEEDBACK</p> <p>An employee may be asking you for feedback. There is an element you are not aware of. It is important to listen to their side of the story before making a decision.</p>	<p>COME TO A SOLUTION TOGETHER</p> <p>Work with your employee to come to a solution that offers the best possible solution to both of you.</p>
<p>DON'T GET PERSONAL</p> <p>It is important to separate the behavior and the person. Do your best to reach an agreement.</p>	<p>DOCUMENT THEIR BEHAVIOUR</p> <p>Document your observations and requests to correct the behavior. Record the incident and use it as evidence for any consequences.</p>		<p>HELP!</p>

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10. Do not hesitate to take disciplinary action when merited

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Road Map for Your



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GAIN COMMITMENT

- Level One
 - Create plan
 - Training
 - Development
 - Coaching



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COMMITMENT

- Level Two
 - Informal Monthly Meetings
 - Check in
 - On Track
 - Feedback
 - Achieving goals



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COMMITMENT or CORRECTION




- Level Three
- Formal Performance Meeting
 - Positive – Reinforce good
 - Negative – Counsel – communicate

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CONSEQUENCES

- Level Four
- Promotion
- Termination




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RESULTS

- How do you know it's all working?
 - Ask your patient – surveys internal and external
 - Maintain staffing
 - Enjoying your job



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