



# Creating a Culture of Engagement with Your Staff

October 24, 2017

“Great managers are an organization’s glue. They create and hold together the scores of folks who power high-performing companies.” ~ *Tom Peters*

- Overview
- Top Management Skills
  - Project Management
  - Resource Management
  - Conflict Resolution
- Management Failures
- Q&A

# WHAT IS STAFF MANAGEMENT?





# WHAT MAKES AN EFFECTIVE NONPROFIT MANAGER?

Communicate

Build Relationships

Recognize Individuals

Reward Teams

# TOP MANAGEMENT SKILLS

Project Management

Resource Management

Conflict Resolution



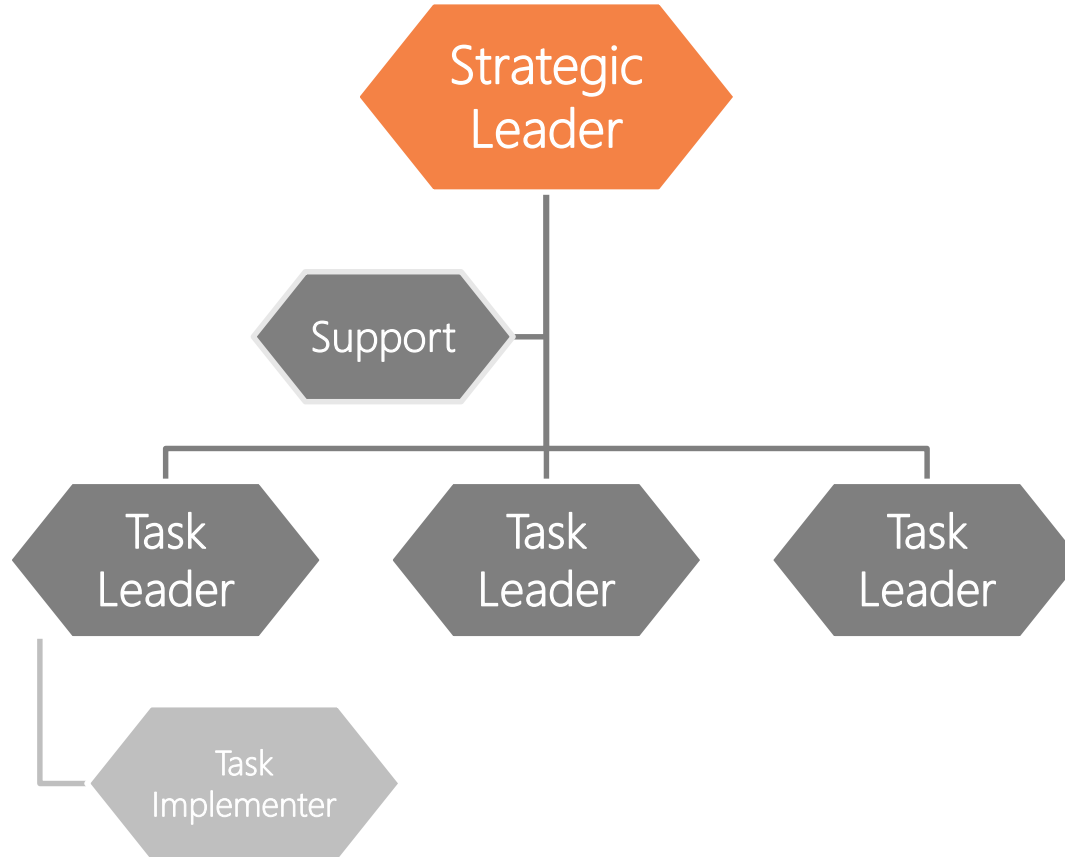
# ACTIVITY: MANAGING PROJECTS





- Do we have enough financial resources?
- Do we have staff with required skills and profile required for success? Do our staff have time? Do we need to hire additional staff? What skills are required?
- Do we have the necessary infrastructure (IT systems, administration resources, structures, policies, etc.)?
- Do we have the right volunteer leadership?

# ORGANIZING YOUR STAFF



# MONITORING STAFF



Kevin had a funny feeling that his boss was monitoring his emails

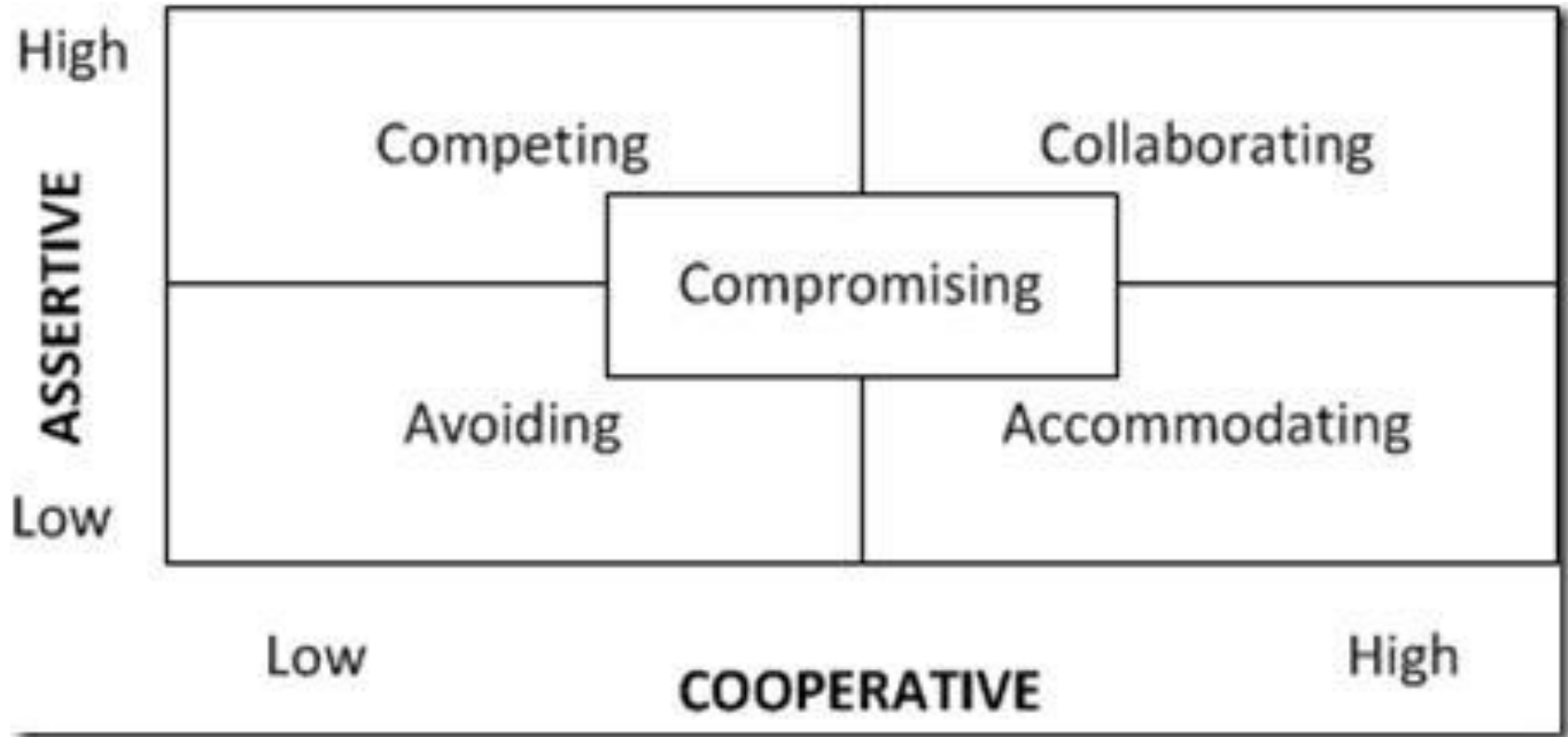
# ACTIVITY: MOTIVATING STAFF

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"Just the same, it's nice to get an award."

# CONFLICT MANAGEMENT





"We like the teamwork idea, but Mr. Superstar won't let us play with his ball."

# PROMOTE FEEDBACK



Emphasize the  
importance

Train your team

Provide an  
example

Create clear  
standards

# ACTIVITY: GIVE FEEDBACK

- Information-specific
- Issue-focused
- Based on observation



# MANAGEMENT FAILURES

Micromanager

Hands-Off

Shouter

Unqualified

Friend

“Lead and inspire people. Don’t try to manage and manipulate people. Inventories can be managed but people must be led.” ~ Ross Perot



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