



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

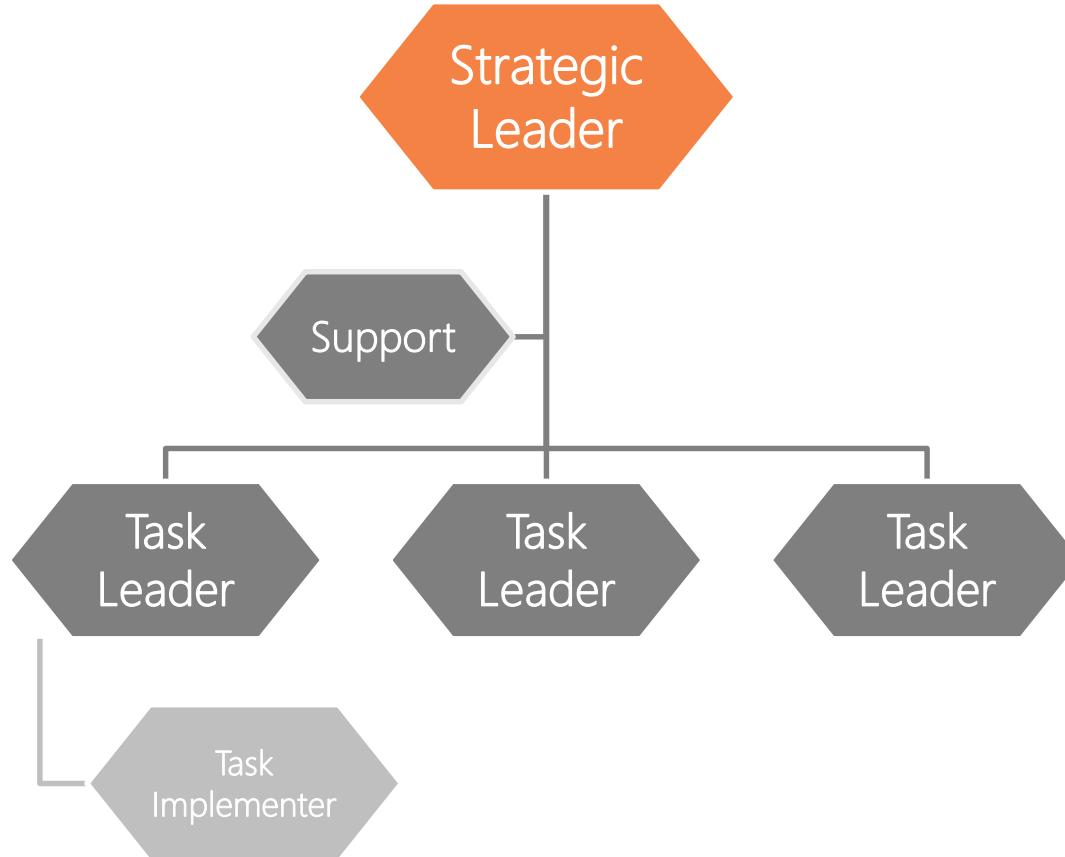


ACTIVITY: MANAGING PROJECTS



- 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

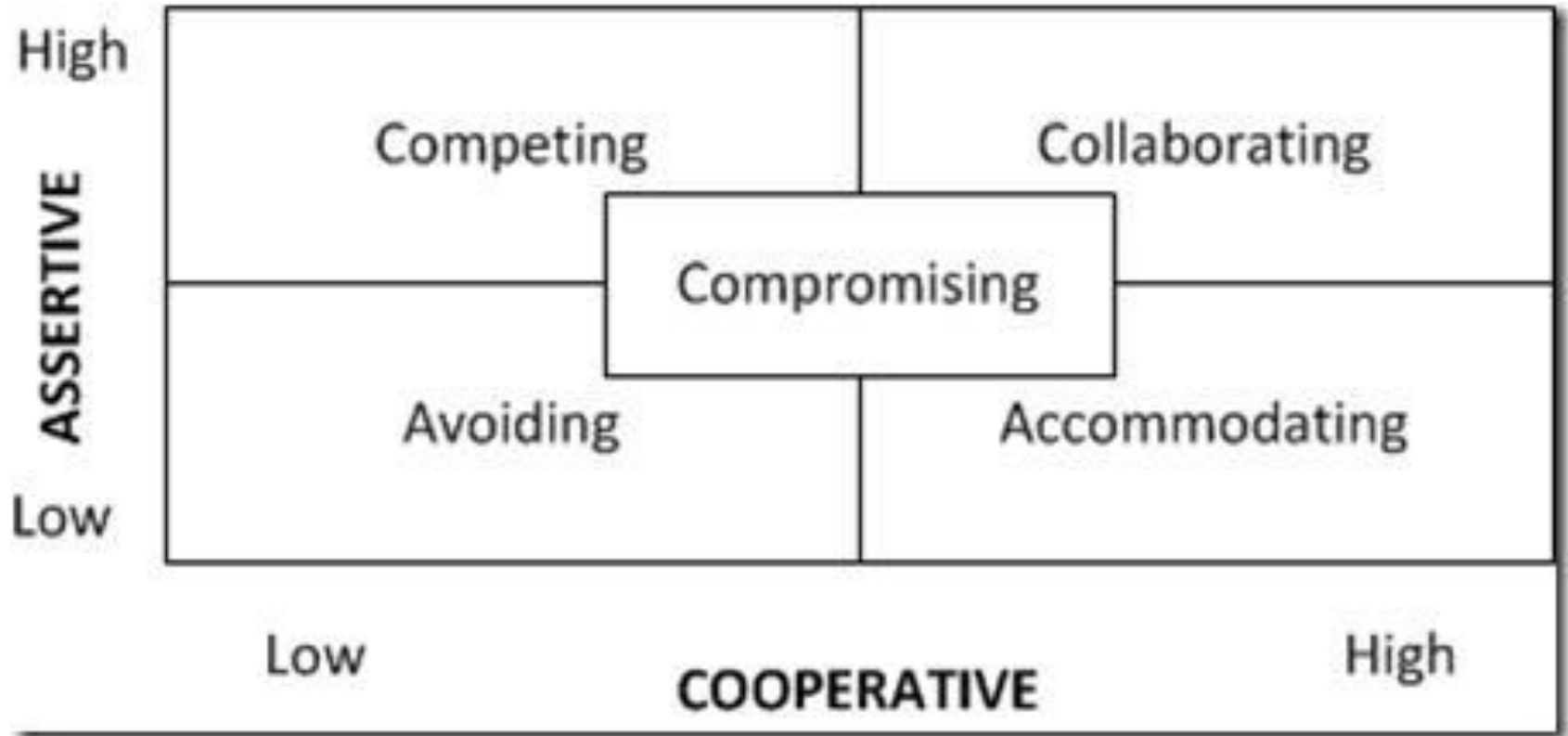
ACTIVITY: MOTIVATING STAFF

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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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