



Ten Tips For Effective Management

Making the Most of Your Skills

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Two years ago, the Gallup organization polled over one million U.S. workers in their “State of the American Workplace” survey. The research revealed that having a bad boss was the number one reason people gave for quitting their jobs. And 70 percent of the people who responded said they feel disconnected from their work and workplace. Gallup also underscored that poorly managed groups are 50 percent less productive, and 44 percent less profitable, too.

What You Don’t Know Can Hurt You

Being a good manager is not easy. Think back to what it was like during your first year as a manager. I know I had a lot of enthusiasm, but very little knowledge. I planned to learn as I went along. One thing I did know, however. I was going to be the manager that everyone loved. I didn’t understand at the time that there are several skills we all need to learn to be truly effective in that role.

Ten Time-tested Tips

1. **Change your perspective** – Being a manager is different than being staff. As a worker, you were judged on how well you did your job. As a manager, however, you are being judged on how well your staff performs. Your success depends on your staff’s productivity and achievements.
2. **Delegate** – Many new managers seem unable or unwilling to delegate. But you can’t do everything yourself. The sooner you develop delegation skills, the sooner you will find success.
3. **Do your job, and let your employees do theirs** – To borrow a sports analogy, remember that you are the coach, not the quarterback.
4. **Don’t avoid uncomfortable situations** – Most new managers want to be liked, so they avoid a situation where they have to say something negative or do something unpleasant. However, problems do not just go away. Instead, a problem continues to grow, and possibly even spread.

5. **Deal with problems as soon as they arise** – It takes courage to be a good manager. Don’t be all talk and no action. Confront trouble at the outset, and take control of the situation. It’s what subordinates expect their managers to do.
6. **Be loyal to your boss (and your district)** – This may sound obvious, but new managers frequently associate themselves more with their subordinates than with senior managers. Even if you do not agree with a new initiative, for instance, you need to remain neutral, and support your boss and district.
7. **Aim for respect more than for being liked** – A new manager often wants to demonstrate to their former co-workers that they haven’t changed, even though they have been promoted. This can be a mistake. It’s better to earn your employees’ respect by being fair, firm, and unbiased, than it is to compromise your position.
8. **Embrace change** – As a manager, a big part of your role is to be a change agent. You have to be on the lookout for ways you can run your department more effectively and efficiently. That often involves changing practices that have been in place for years.
9. **Know your employees** – Your job as a manager is to get things done through your employees. You need to help them be successful in their jobs. Know their strengths, their skills and their passions, and motivate them to be their best.
10. **Be a leader** – A major part of being a leader is to set clear directions and goals for employees. Remember the saying, “If you fail to plan, you plan to fail.”

There’s a lot to learn when you become a manager, but ultimately, it’s a profession based on good interpersonal relations. Keeping these ten tips in mind could help you, or the people you’re grooming for promotion, to perform at a higher level.



After years as a school foodservice director, and a foodservice distributor sales representative, Kim Hofmann, RDN, LD, started her own consulting and motivational speaking business, Get to the Point. Her specialty is cost control and financial planning.