I Made It to Management – Now What?

Kathy Corbett, HRMC, CMM, CMOM
PATH Certified Instructor
Therapeutic Riding Institute - Ohio
OBJECTIVES

- Leadership vs Management
  - Define and describe
  - What role do you have and how did you get there?

- Managing Human Capital
  - People are the same, yet different
  - Give them what they want and need

- The Most Important Skill we Practice the Least
  - Communication

- Time- Is It Your Enemy Or Your Friend?
  - The Art of the To Do List
  - Make Your Calendar is Your Best Friend
How Did I Get Here?

**WHOSE IN THE ROOM?**

- Were you hired in as a manager?
- Did you get promoted?
- Are you a volunteer?
- Do you have a defined role as a manager?
- Do you just love your program so you do whatever is needed to be done?
- Are you a manager because no one else would do it?
- Do you have no idea?

“The expert in anything was once a beginner.”

- Helen Hayes
Management vs. Leadership

Management: The skills required to manage people and resources to deliver a product or a service.
- Disciplined and Structured
- What you do

Leadership: The skills required to engage with people and persuade them to follow you and your vision.
- Intrinsic and Theory
- How you behave

Why do We Care?
- Can you be one without the other?
- Can your organization have a leader without a manager?
  - Management without leadership will be fine in a culture of compliance and order. This works if people didn’t have to interact or work on the same projects.
  - Leadership without management can lead to chaos.
- Best organizations have both. They can be different people!
Managing Your Greatest Asset
(no it’s not your herd)
There’s One in Every Herd

- Why can’t everyone just get along?
- Why don’t they understand what I am asking them to do?
- Why does she/he drive me nuts?
- Did I upset her again?
- Herding Stallions!
- Can I just go groom a gelding instead?
First Is To Understand

- Who are you?
- What do you need?
- Who is your staff?
- What do they need?
- What are these differences?
- How do we work together?

“If you have seen nothing but the beauty of their markings and limbs, their true beauty is hidden from you.”

~ Al Mutannabbi

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Who Are You?

Herd
Loner
Patterns
Point My Nose
Trail Rides
Arena Cones
Crop
Schooling
➢ What categories do each of your staff fall into?
➢ Where do you overlap?
➢ Where do you differ?
➢ Who do you get along with the best? The least?
➢ Which staff work well together?
Recognize
Adjust
Situations
  Projects
  Praise
  Training
  Tasks
  Teams
Conflict
  With You
  With Others

Focus on Their Strengths Rather than Their Weaknesses

GIVE THEM WHAT THEY NEED BASED ON WHO THEY ARE
The Key to Communication

Is to Listen

When you talk, you are only repeating what you already know. But if you listen, you may learn something new.

- Dalai Lama
A zoologist was walking down a busy city street with a friend. In the midst of the honking horns and screeching tires, he exclaimed to his friend, "Listen to that grasshopper!"

The friend looked at the zoologist in astonishment and said, "You hear a grasshopper in the middle of all this noise and confusion?"

Without a word, the zoologist reached into his pocket, took out a coin, and flipped it into the air. As it clinked on the sidewalk, a dozen heads turned in response.

The zoologist said quietly to his friend, "We hear what we listen for."
We process 125–250 words per minute as they are being communicated to us.

We form thoughts at 1000–3000 words per minute.
Keys to Effective Listening

POWER OF NOW
LISTEN WITHOUT SELFISHNESS
LISTEN WITHOUT THINKING
ASK TO UNDERSTAND, NOT TO EXPLAIN
HEAR WITH EARS & EYES
LISTENING SANDWICH
Horses can’t talk but they can speak if you listen.

‘Influence others by becoming interested in them and their needs rather than telling them yours.’ Daley Carnegie

“The deepest urge in human nature is the desire to be important.” John Dewey, American Philosopher
Time Management

Make Time Work for You

I’m late, I’m late
for a very important date.
No time to say hello, goodbye,
I’m late, I’m late, I’m late!
Tips to Get it All Done

- To Do List
- Schedule It
- Turn It Off
- There is NO Such Thing as Multi-tasking
- Close the Door
- “Not Today”
- Know Yourself
- Plan to Plan
More than a List

- Pick Your Medium
  - Paper, Excel, App, Dry Erase
- List for the Week
- List for EACH DAY
  - Do it the day before if you can
- Categorize
- Prioritize
- Time
- Delegate
- Deny
- Delete
- Done
- NOW SCHEDULE!!!!!!!!!!
Set Hard Time Appointment First
Each Task from your To Do List is an Appointment (when is best)
  - Add details. Contact info. Attach Email. Use Notes.
Set Length of Time
Set Reminders or Alarm
Recurring Appointments
  - Weekly Goals
Appointments Can be Moved BUT Not Removed Unless Re-categorized
Set Breaks
Set Rewards
Use Notes & Tools within
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One small positive thought in the morning can change your whole day.
Questions/Ideas
Staff Training

- Kathy Corbett
- KCorbett@TRIOhio.org
- (937)270-1263

ARTIST: CHARLES MACKESY