

Leadership Webinar



Overcome 3 Deadly Project Manager Mistakes

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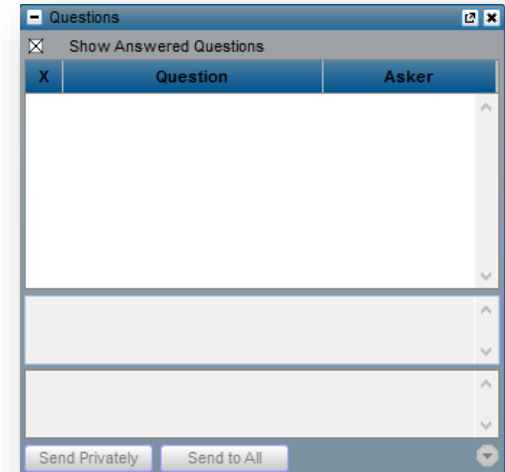
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Things to Know...



- All participants will be on mute
- Questions are welcome
- Ask questions in the question box
- We DO NOT send out PDU certificates
- May be valid for PDU credit (self-report session)
 - For more information check out article on Webinars and PDUs

<http://www.projectinsight.net/support/kb/webinars-and-pdus>



Moderator



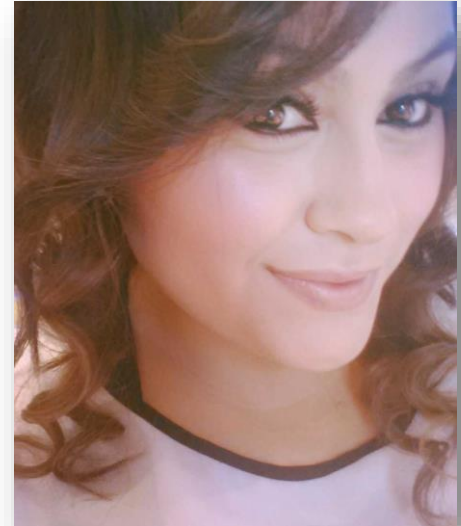
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Presenter



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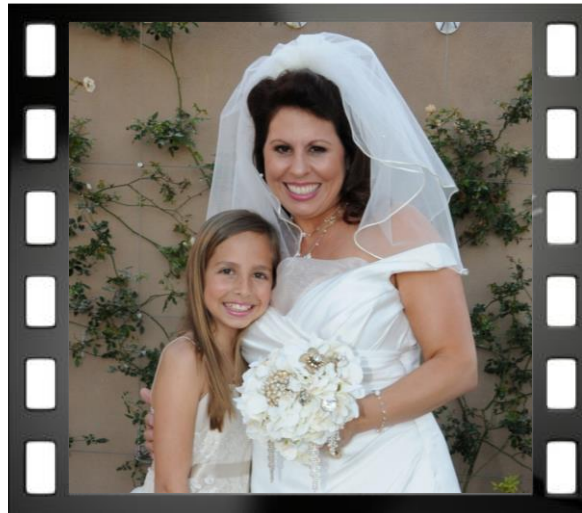
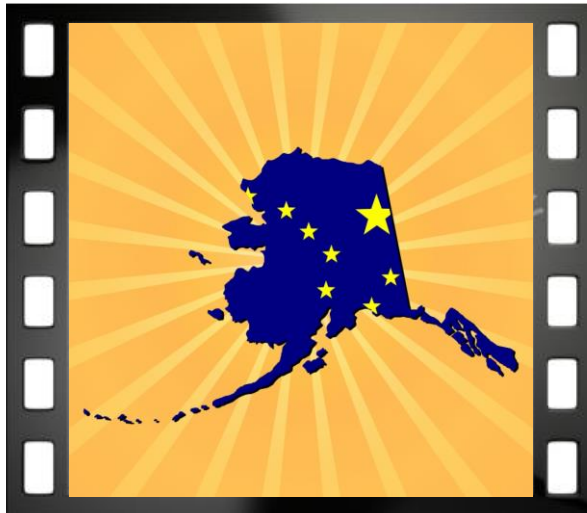
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About me...





Over 20 Years of Management Experience

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Management**

**Executive
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**Business
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Purpose of Presentation

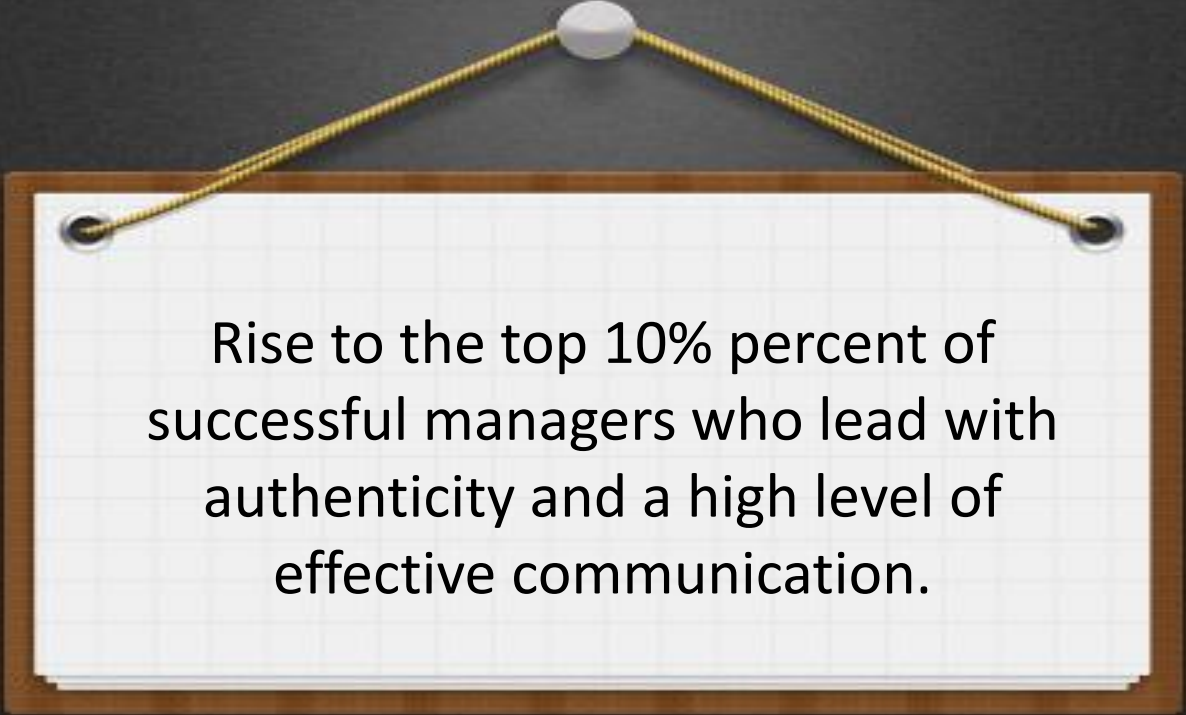


Learn how to recognize, list and communicate your expectations effectively and authentically.



Many managers make the
BIG mistake of having
unclear expectations and
communicating them way
too late - the damage has
been done and there is no
turning back.





Rise to the top 10% percent of
successful managers who lead with
authenticity and a high level of
effective communication.

Today's Learning Points



- Develop a clear set of expectations for your staff
- Gain clarity on what expectations you communicate and why
- Create a fool-proof expectation communication strategy

3 Deadly Mistakes and 3 Solutions to Overcome the Mistakes



Mistake 1

Unclear or Unknown Expectations



Develop a clear set of expectations for your staff

Solution 1



10 Questions to ask yourself to determine your expectations of your employees



What time do you want them at the desk and ready to go?



What should they do if they are going to be late (e.g., traffic, emergencies, etc.)?



What are your thoughts about timeliness?



Do you walk the walk? (Are you a role model of your expectations?) How do you walk the walk?



What is the culture of the office / department?

10 Questions to ask yourself to determine your expectations of your employees



What is the most important priority?



Do you have a win-win philosophy? How so?



Who should they go to if they have questions?



When you think of your core values / work ethic, what comes to mind?



What are their daily responsibilities?

Expectation Example #1

I have a “WIN x 4” philosophy (whenever possible, my goal is to have a WIN-WIN-WIN-WIN for you, me, the client and the company). This will not always be the case, but if we think in this manner, we have a higher chance of making it happen.

Expectation Example #2

My expectation is that you are on time and ready to work. Being on time does not mean pulling into the parking lot at 8 a.m. and then getting your coffee and chatting with your co-workers. It means (to me) you are at your desk ready to get your workday started.

**Write out some of your
own expectations**



Mistake 2

Keeping Your Expectations a Secret



Gain clarity on what expectations
you want communicate and why

Solution 2





The “WHAT” you share

Top 10 Areas to Cover when Developing Your Expectations



Overall job description - in your words, what do you expect them to accomplish each day / week / month / quarter / year?



Attitude - What are your thoughts / opinions of negativity in the workplace?



Work Ethic - What do you expect out of them in terms of work ethic?



Timeliness - It is critical that you are very clear about what you mean by being on time.



Open Door Policy - How do they know when to come to you? What type of communication is appropriate when they need your advisement?

Top 10 Areas to Cover when Developing Your Expectations



Conflict Management - What is the norm? How do you expect them to manage conflict? With other employees? With you? HR? Customers?



Personal Issues - What is ok and not ok to share? What type of culture is the norm? (e.g., is it a family environment where everyone knows everyone's business or is it more conservative - come in and do your job and leave)?



Evaluations - How often are they reviewed? What criteria will they be reviewed by? What is the typical pay increase?



Your Pet Peeves - The way to get on my bad side is.....

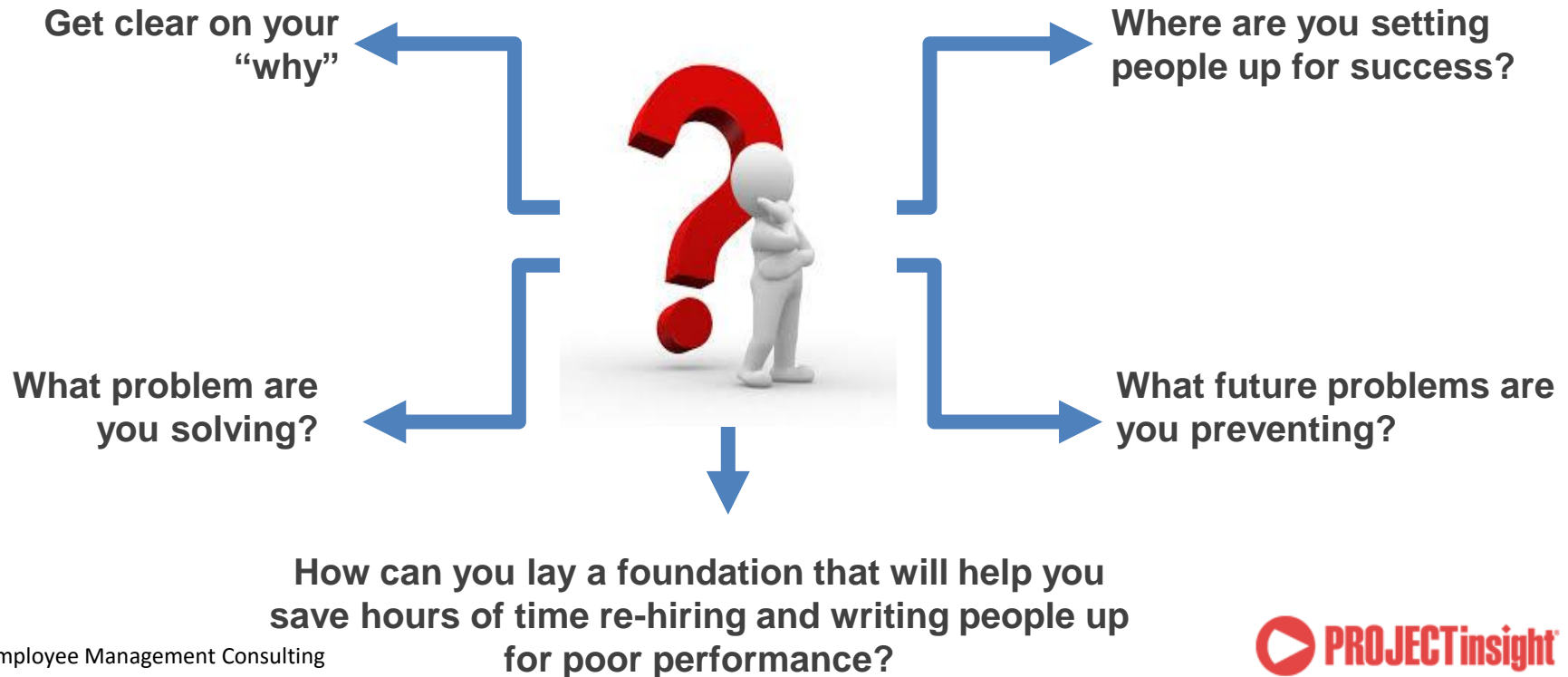


What you admire in your staff - What characteristics do you think are top notch? What would you see that you would compliment?

The “WHY” you are sharing

SHARE

Get clear on your “why”



Mistake 3

Communicating Your Expectations Ineffectively



Create a fool-proof expectation communication strategy

Solution 3



Creating Your Fool-Proof Expectation Communication Strategy



How many people do you currently manage?



What has been your strategy been so far in communicating your expectations?



What worked? What didn't work?



Who would be a good resource for you to provide feedback about your expectations (other than your staff)? For example, do you report to someone else above you in the organization? Develop a plan to get the advisement of someone you know / like / trust (if you don't have anyone who fits, you can call me!).



Do you have regularly scheduled meetings? If so, when / how / for what purpose? Is it appropriate to communicate your expectations in one of these meetings?

Creating Your Fool-Proof Expectation Communication Strategy



What medium have you decided you will use to communicate? (face to face, phone, conference, meeting, etc.)



Who needs to hear your message?



Develop the materials needed (if any): PowerPoint, a sheet of paper, simply your notes, etc.



Future communication plan for new employees: create the expectation communication in your onboarding process.



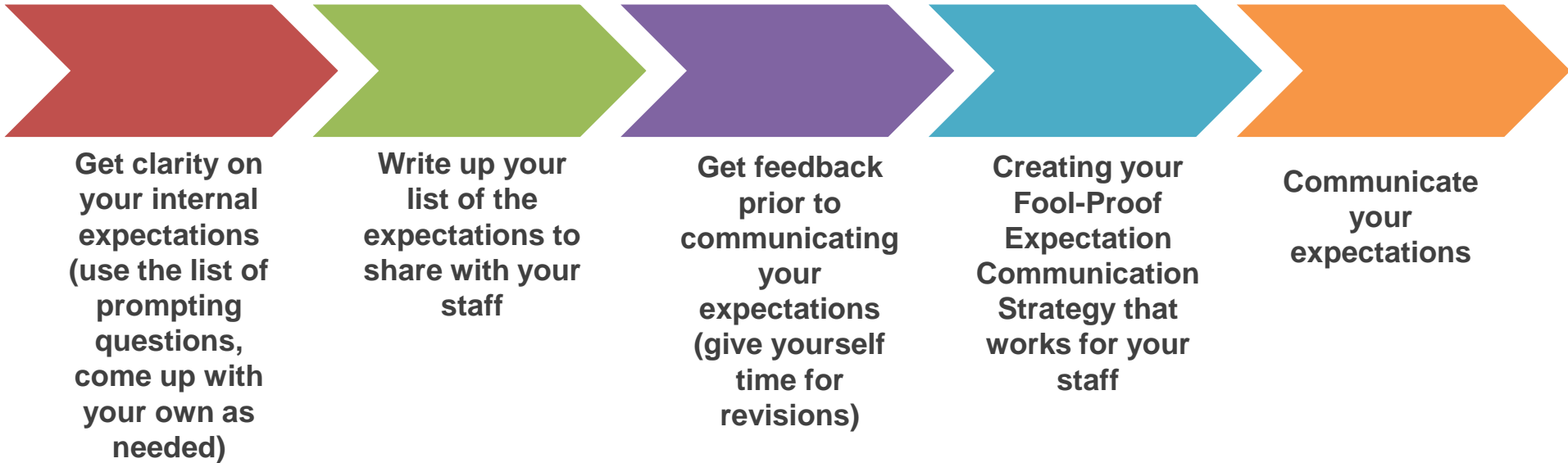
Determine a reasonable deadline for your communication to be completed



When (by what date / time) will your expectations be communicated?

- a) If group meeting, when is your meeting date / time?
- b) If meeting with individuals, what blocks of time to you need to make in order to meet with each of them?

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