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Moving to Management:
Lifesaving Tools, Resources, and
Coaching Methods for Managers



Moving to Management: Lifesaving Tools, Resources and Coaching Methods for Managers

What tools, resources, and
coaching strategies best help new
managers succeed

Gale Stafford



Introduction

- Tools, resources, and coaching strategies that have helped me succeed in my first 18 months as a service manager
- I manage the campus email service at the University of Illinois at Urbana-Champaign



Topics we'll discuss

- Moving into this position was a big step up - had to rapidly improve my skills and capabilities to perform effectively
- **Tools** –valuable productivity tools have been a professional journal system and effective use of email
- **Resources** – most valuable resource has been strong relationship with manager
- **Coaching methods** – use the “power of appreciation”



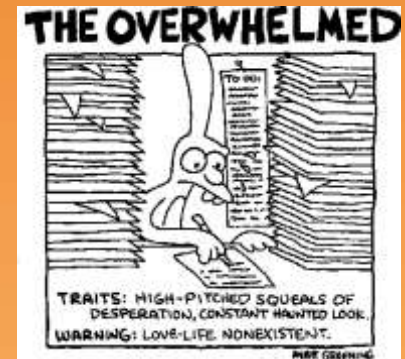
Major lessons learned in first 18 months

- Major lesson learned: advance professionally by improving in a broad, multi-faceted way
- Good work habits, technical skill, communication skills, project planning, and relationship building skills – they *all* add up



Tool talk - Challenge

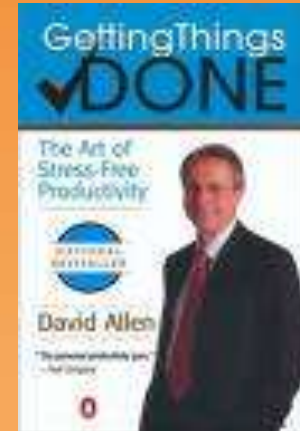
- Beginning in this new position - overwhelmed for first few months
- How does one efficiently process volumes of information, convert that to knowledge, and apply that knowledge?
- How does one track so much work and get things done without getting overwhelmed or stressed?



Tool talk – Solution

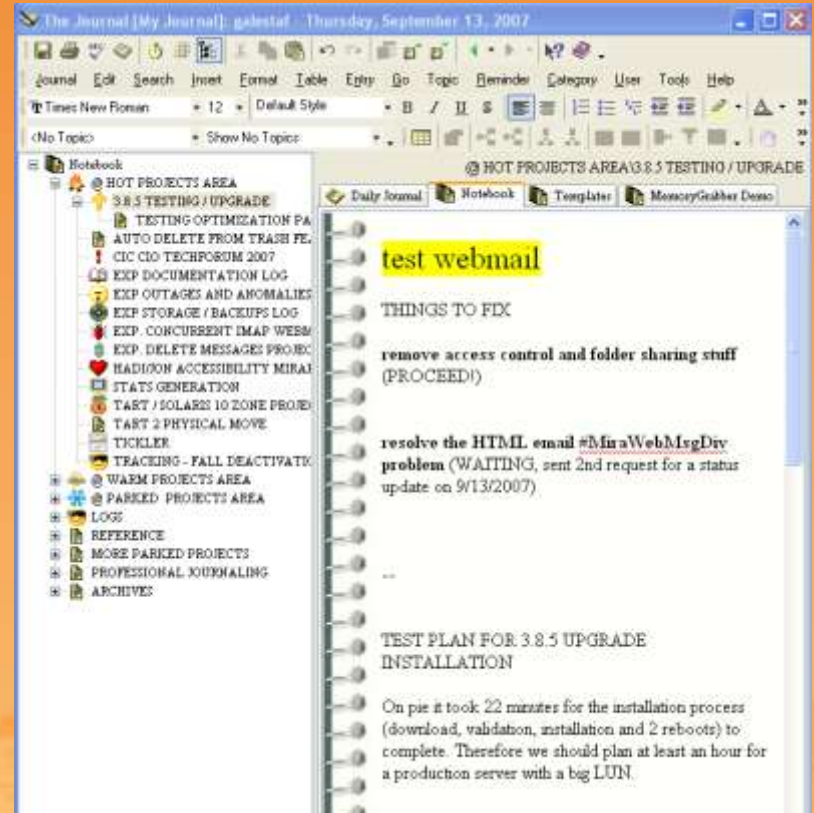
What saved my life

- a set of methods from David Allen's book: *Getting Things Done*
- a journal system that relies on use of an electronic journal



Tool talk - Journal

- Every little project gets own page
- Next actions - always documented
- Things “waiting for” - always documented
- Every time progress is made on something, document that in the appropriate project page



Tool talk - Journal

- Different buckets for hot projects, warm projects, cool projects, parked projects
- The “spinning plates” simile
- Takes time and energy to set up, maintain - but payoff is huge
- These methods free up your mind (your psychic RAM) for creative thinking, help you look at problems from new angles



Tool talk - Email

- Many things best handled through email
- If expecting someone to respond or if just FYI – make that clear
- Develop a reputation for being someone who expresses their ideas well in writing



Tool talk - Conclusion

- The GTD methods (applied towards effective use of journal system and email) have been a *lifesaver*
- Recommended book: *Getting Things Done* by David Allen
- Free articles at David Allen's website (www.davidco.com)
- Consider using a journal software such as *The Journal*, by DavidRM Software



Resources – Having a mentor-manager

- Most valuable resource has been the support and strength that comes from a good working relationship with my manager
- What made this relationship work so well? My manager invested significant amounts of time mentoring me
- Benefits I received included a solid understanding of the organization, plus improved job satisfaction



Resources – Good books

- Recharge your personal/spiritual battery each night with good books and audiobooks
- Your reading list reveals a lot about where you're going in life
- "As above, so below. As below, so above."
- Recommended author: Brian Tracy, whose books include *Goals!* and *Eat that Frog!*



Coaching strategies

- Simple but effective: catch them doing things right and acknowledge the good work when it happens
- Communicate *upfront* what is expected
- The “power of appreciation”



Coaching strategies

How do we encourage good work and support people to give their best?

- Regularly acknowledge the good work already being done
- When things are handled the wrong way:
 - People need to be supported and led to improve for the next time
 - Look for *opportunities*
- Raise the bar, regularly involve others in setting new standards



Coaching methods - Conclusion

- Managers, directors, and organizational leaders need to support the development of staff and show a passionate commitment to helping them succeed in their positions
- Remember the “power of appreciation” - they don't care how much you know until they know how much you care



Conclusion: Lifesaving Tools, Resources, and Coaching Strategies

- Tools – write/type things out regularly to get them off your mind, and free your mind for creative, efficient thinking
- Resources – relationship with one's manager is key. Invest time and energy into making this relationship a fruitful one.
- Coaching – acknowledging the “everyday good work” creates huge payoffs. But raise the bar, too.



About your presenter

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