

# Episode 86: What makes a great manager?

There are three things to focus on if you want to be a great manager.

## 1. Aim to be a great manager

Getting to be a manager for many is by way of promotion. Maybe it's something you have worked hard for. But being a manager is not a thank you - it's a privilege and for these two reasons:

Firstly, leading people should be viewed as an honor not a right.

Secondly, your company is putting their trust in you and that's something to value.

As a manager, commit to being a great manager, not just a good one.

Start your day with your manager job. Focus on your other responsibilities after.

Know when your people's need is more important – for instance, knowing that their family comes first.

Put yourself in their position and think about what's best – when you put your people first, they will respond.

## 2. Listen, Listen, Listen

As in any role or job, the key is listening. That does not mean just hearing what people say, it means understanding it.

Clearly listening to your team is an active and on going activity.

Asking good questions is key - the best of which is why.

I want my manager not only to hear what I say but comprehend the issues.

Do remember that sometimes your team may just want you to listen.

You do not always have to solve their problems - knowing the difference is part of being a great manager.

## 3. Have a consistent approach

You need to be fair with all your employees and be balanced.

I do this by letting them know I will focus on three things:

- ♦ trying to get them to think more broadly
- ♦ trying to get them to move a little faster than they want to
- ♦ helping to move obstacles out of their way

Of these three, moving the obstacles produces the biggest benefit for your team.

You have the ability to solve problems they don't, use it.

Whatever you do, be consistent to all. It is sometimes hard not to show favoritism but it's better for the team if you do not.

Bottom Line: The bottom line here is this .... If you do your job as manager as well as you can, prioritize it and deliver on your commitments, your team will respect and follow you.

