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The Importance of Training Managers to be Leaders

“Management is doing things right; leadership is doing the right things.”

– Peter Drucker

The reason managers and supervisors play such a crucial role in the well-being

of organizations is that they are the ones who interact on a daily basis with front line people. Think of it this way — production employees are the last hands that touch the product you are producing. Customer service or direct care individuals are often the only faces or voices customers engage with. Multiple times a day these front-line employees interact with their front-line managers.

From Managing to Leading

When professionals are trained to behave as leaders, they begin to think beyond the basics. Making sure the shift is covered is important, but leadership behavior entails helping employees set goals and ensuring those goals are aligned with the overall organizational objectives. It also means providing support, offering guidance, and assisting with priority setting. According to Blanchard Companies, this type of leadership guidance can impact employee retention, employee productivity and ultimately the customer experience.

Employee Retention

The Blanchard Companies list the top five reasons that people leave companies. Three of the five can be directly impacted by improving leadership competencies.

1. Limited career or promotion opportunities.
2. Supervisor lacks respect or support.
3. Compensation.
4. Job duties are boring and provide no challenges.
5. Supervisor lacks leadership skills.

Employee Productivity

Leadership provides employees with the tools, resources, direction, and support they need to perform at their best. The Microsoft Office Personal Productivity Challenge found that the most common productivity pitfalls involve these five roadblocks. All five of these can be directly impacted by improving leadership competencies.

1. Unclear objectives.
2. Lack of team communication.
3. Ineffective meetings.
4. Unclear priorities.
5. Procrastination.

Customer Satisfaction

There is a 3-to-1 correlation between customer satisfaction scores and annual sales. Blanchard Companies research has identified that better leadership practices can generate three to four percent improvement in customer satisfaction scores and a corresponding one percent increase in revenue growth.

The Importance of Training Managers to be Leaders: 1-2-3

1. Managers and supervisors are the front-line offense and defense for your organization.
2. Professional training that provides leadership perspective teaches managers to look beyond day to day operations and understand how their teams can contribute to the organization's objectives.
3. Research has proven that training managers as leaders can positively impact employee retention, employee productivity, and customer satisfaction.

Unfortunately, 47 percent of new supervisors receive no supervisor training. The rest train for success! First-time managers who receive tools, skills and training become effective leaders. They go on to foster engaged and productive teams and drive great results for their organizations. Their impact is contagious. They meet their goals, project positive behaviors and have less turnover within their teams.

First Sun EAP offers a one day [First Time Leader Workshop](#) that can help new leaders' transition to success. Check out our calendar of New and Events for the workshop nearest you!

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At First Sun, our risk management consultants regularly collaborate with human resources and management on ways to address challenging workplace issues like the following:

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QUESTION:

I have a front-line supervisor who runs a tight ship. Her work area is spotless and the crew who report to her fall in line. I know this does not sound like a problem. However, there is something about her management style that rubs some people the wrong way. For example, she thinks everything is hers. You can hear it in the words she uses. I heard her this morning say, “Do not leave that cart in the middle of my isle! It drives me crazy!”

ANSWER:

How wonderful that she has such a passion for the company! She has an opportunity to spark that passion in others by shifting the use of pronouns. For example, when assigning tasks, if she uses a personal pronoun, the task then becomes personal. “Would you keep this area cleaned up for me?” Is an example of using a personal pronoun. The result is that the task becomes about doing a favor for her and not about keeping the area clean because it is part of what is required by the job. The employees’ motivation to comply with the request revolves around pleasing her. Frustration and resentment can definitely be an unfortunate outcome. Contrast that scenario with a statement that is not personal. Hey! Let’s keep this work area picked up! The change to the word “this” makes the workplace everyone’s workplace. She can even add a motivational remark that underscores this. “Let’s have some pride in how clean we can keep it!”



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