



workbook

What is management?

Using proven models to lead projects, processes & people

Contents

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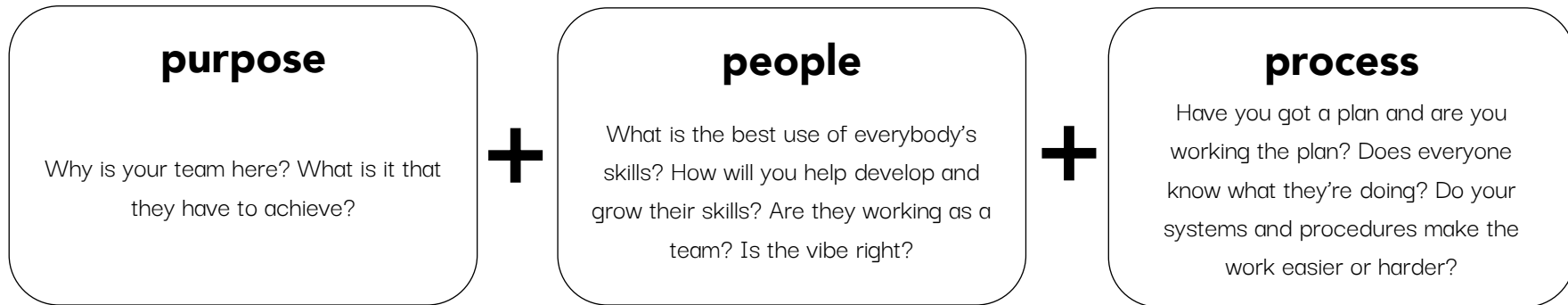
Good & bad management

FED: Future, Engage, Delivery

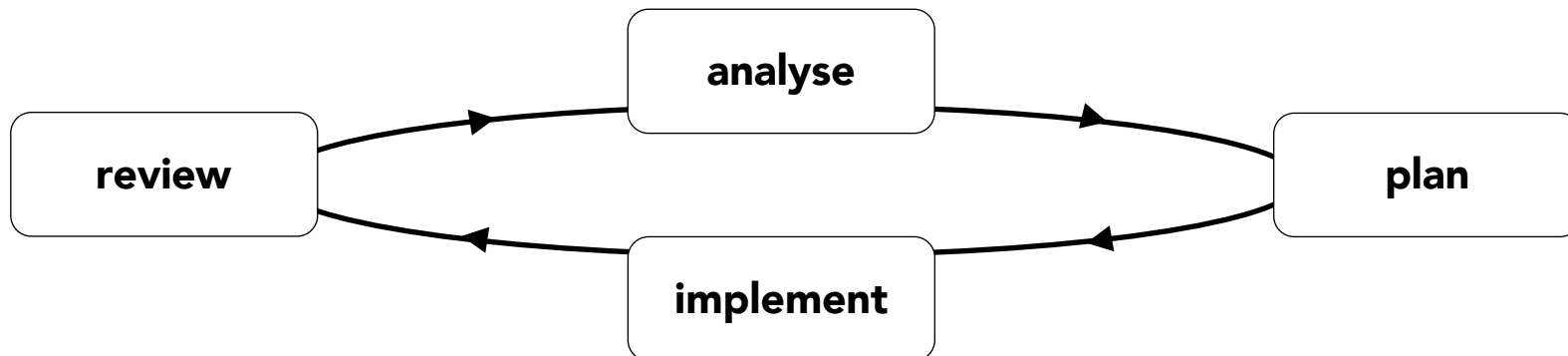
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what is management?

Management is simply achieving great outcomes through others, and the three things you'll have to constantly balance are...



In order to keep these well balanced, you can use simple but perpetual processes such as:



1. Use the Analyse, Plan, Implement, Review model to start evaluating how your current purpose, people & processes are doing.

	purpose	people	process
analyse	e.g. do we all know/agree why we're here? If not, why might that be?		
plan	e.g. how we're going to make sure everyone knows why we're here		
implement	e.g. what our plan looks like in actions		
review	e.g. now we've done it, did it work? How will we do it better in future?		

what is *good* (and *bad*) management?

2. Describe the top traits/behaviours/habits of your best ever manager and your worst ever colleague that made them either the best or worst. What did you take from each and what are the implications, positive and negative, on your own working style?

best

trait/behaviour/habit	what did you take from this?	implications for you right now

worst

trait/behaviour/habit	what did you take from this?	implications for you right now

date:

FED – future. engage. deliver.*

**Steve Radcliffe – Leadership Plain & Simple*

A similar but slightly more in depth way of analysing you and your teams performance to Purpose, People & Process is what Steve Radcliffe describes as FED, Future, Engage, Delivery.

Future:

This is all about simplifying mission, vision & strategy

- Mission: your *purpose* - what you are "up to."
- Vision: how the place *feels* when you are doing it right
- Strategy: the *point of focus* to get you there
- Goals: what do we need to *get done*?

Engage:

- Are the team bought into your Future?
- Can be affected by both team members' competence and their confidence
- Requires self & other awareness of preferred communication styles
- This is a process not an event and true engagement requires listening to the team

Deliver:

- Plan the work and work the plan
- Having a management pulse/heartbeat
- Balancing QDQ of work (Quality, Direction, Quantity)
- The need for diarised follow up on tasks delegated
- This is a set of processes not an event

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evaluating your FED

3. Evaluate you and your teams' motivation and commitment towards your shared goals and come up with actions you can take to help your team **get it**, **want it** and have the **capacity to deliver it** (capacity is both skills and time).

	current score /10	your management actions
do they get it? (future)		
do they want it? (engage)		
have they got the capacity to deliver it? (deliver)		

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4. Brainstorm how you might...

- Tell the story of your goal or vision even more powerfully to maximise engagement in it
- Get your team involved in creating the plan for how you'll get there
- Adapt old systems, or set up new ones, to help with seamless delivery of those goals

**tell mission, vision,
strategy even better**

**get team involved
in creating the plan**

**systems for
better delivery**

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use this page to summarise your actions, schedule them, and diarise a review time for yourself

add your action date and review date to your personal diary

action	summary	action date	review date

date:

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