



resolve
consulting group

Christian Venues Australia

Top Ten Management Tips



Can you relate ?



Top Ten Management Tips

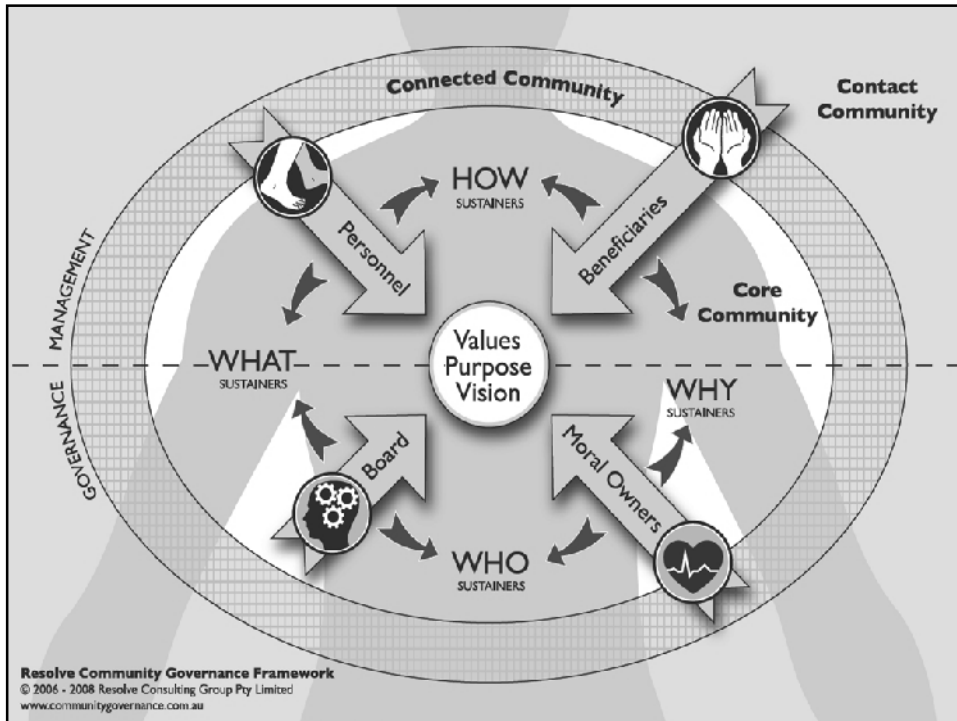
- Lessons learned after almost 30 years in management:
 - 8 years at Ernst and Young as an Auditor
 - 14 years in a Christian School growing from 600 to 1,250 students plus adding a 250 bed conf centre
 - 6 years as a management consultant working with over 200 organisations
- Keep note of your tips for sharing at the end



1. Understand the Management role

- Understand the difference between management and governance for a better board relationship
- Management policies (HOW) versus board policies (WHAT, WHO and WHY)
- Management is leadership too





2. Connect with your team

- Connect with your staff and volunteers
- Balance personal and professional relating times – pastor vs supervisor
 - Praise performance and build a +ve culture
 - Don't reinvent the wheel and look for expertise around you – network
 - Consult consult consult – team leadership
 - Use humour and be human with your team

3. Plan, plan, plan

- Over plan rather than under plan
- Link plans to an overall vision
- Delegate responsibilities to implement
- Don't tackle too much at once
- Stay focussed over a three year period and avoid distractions
- Bring along stakeholders for accountability



4. Be consistent and fair

- Consistency in management style and relationships
- Be on time consistently
- Respect others and be even handed
- Policies and expectations easy to understand and intuitive as much as possible
- Minimise surprises



5. Deal with difficult people well

- Learn how to deal with difficult people – techniques can be taught if not a natural gift
- Deal with conflict quickly and effectively
 - Discipline in private, praise in public
 - Let each day be a new start
 - Have a clear process for conflict resolution – and follow it
 - Follow Matthew 18 even though its hard



6. Be quality focussed

- Near enough is NOT good enough
- Do it right the first time
- Measure twice cut once
- Use fresh eyes to scan the workplace for quality problems
- Be creative in pursuing quality – often it's the little things people notice



7. Be “Other” focused

- Try and make it your job to be the servant of others in your team – to make their roles as fulfilling as possible
 - Customer focus to all camp activities
 - Develop a service culture in your team without leading to a slave culture
 - Name and manage conflicts of interest
 - Develop/maintain a servant heart through prayer



8. Day to day management tips

- One touch rule for paperwork
- Take a project approach to “to do” lists and group related “to do’s” together
- The Plastic folders system of organisation
- 24 hour response rule
- Make policies and rules easy to understand and intuitive as much as possible
- De clutter – file as you go in A4 folders (faster and easier than filing cabinets)



8. Day to day management tips

- Regularly review and purge the whole in tray (at least fortnightly) – use the round file
- Get a good online calendar system for staff and USE it
- The one minute jobs – do them straight away



9. Technology use tips

- Set some boundaries with mobile phones
- Managing email through an empty in box
@today @call @action @waiting @read
- Google has the answers (usually)
- Scan it when you can – electronic filing
- Backup backup backup
- Use file naming conventions 20100731 File
- Simplify and go for the clouds (computing) !



10. Your tips ?

- What are some other tips that you yourselves have learned in your years on the job ?



Thank you

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