



Be Extraordinary! **What Differentiates** **Great Managers** **From The Rest**

With David Deacon

Who am I?

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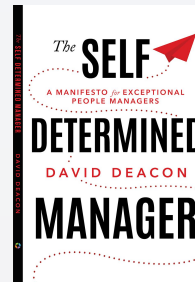
Consulting | Coaching | Developing

**HARVEY
NASH**

The Power of Talent



mastercard.



CAPITA

CREDIT SUISSE



What to expect from today!



1

What great managers do, what makes them great. Which is disarmingly simple, and remarkably hard to do.

2

Unpicking exactly what you need to focus on in order to become a great manager

3

Reviewing what the best managers are doing now to still get productivity and commitment from people in this all-remote all-the-time, Covid-era.

Tell me about You...

3



?

Who was your Best Ever Manager?

Tell me about You...

3



?

And, do you copy them?

01

**What Do Great
Managers Do that
makes them Great?**



Great Managers Create Great Environments



The “Self Determined Manager Great Environments Checklist”

- Positive
- Purposeful
- Ambitious
- Supportive
- Professional
- Successful
- Honest
- Grown-up



Poor Managers..

- Create fear and/or anxiety within the team
- Have favourites
- Fail to give enough direction and guidance
- Let unpleasantness between team members go unchecked
- Treat team members like children
- Use information as power
- Do not have faith and trust in capable people
- Are careless and inattentive
- Fail to help, advise or coach
- Don't recognize their impact on the team
- Communicate rarely and insufficiently
- Simply follow their boss' orders
- Do not care about the people on the team
- Do not encourage growth and development
- Never set people up to succeed
- Accept mediocrity from themselves or from others
- Have little or no ambition for their team
- Have little or no enthusiasm for the work
- Let their ego drive their behaviour and decisions
- Never accept responsibility for the team

Poor Managers..

- Seek flattery and endorsement
- Create a negative or unpleasant environment
- Damage or sabotage team members' opportunities to grow or advance
- Are not honest
- Are unnecessarily critical
- Set people up to fail
- Avoid responsibility by blaming others
- Take credit for others' achievements
- Get overwhelmed
- Cannot see the wood for the trees
- Manipulate team members
- Get too easily swayed, do not have the courage to have a point of view
- Play political games
- Compromise their values
- Seem absent and disengaged
- Are inconsistent and unpredictable
- Bully people
- Are over-controlling, micro-managing
- Only see flaws and errors
- Never celebrate skills and successes

How many examples of poor manager behaviour have you encountered?

Remember please: great managers create great environments:

- outperformance
- growth



Quick Q & A

02

What are the keys to success?



What Great Managers Actually Do:

1

Intentional
and
Deliberate

2

Use
Amplification
in a Good
Way

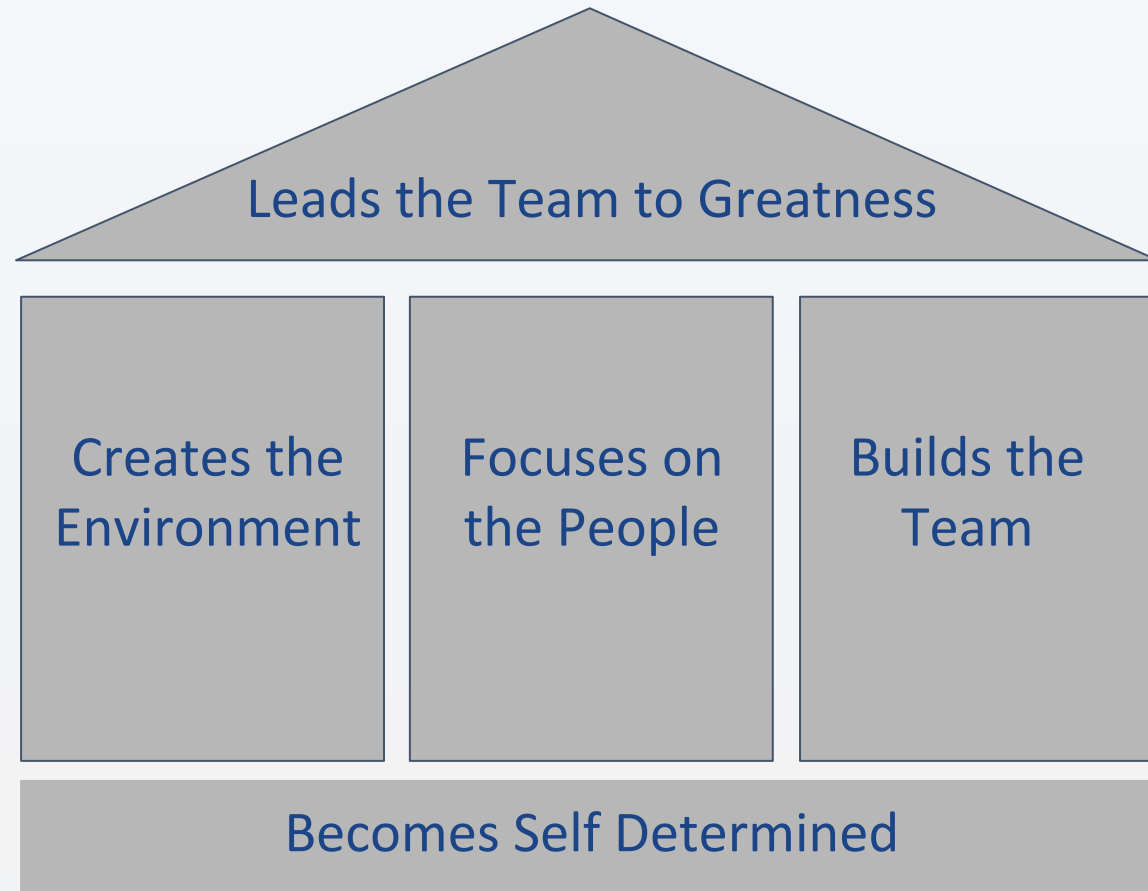
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Set
Ambitious
Targets

4

Self
Determined
Managing

Self Determined Managing



03

**What about the
pandemic?**



It's Still Uphill for Managers



It's Still Uphill for Managers

1. Intentional and Deliberate
2. Connecting Every Which Way
3. Assuming Less
4. Strengthening Relationships
5. Planning Multiple Scenarios
6. Talking about Context
7. Being Realistically Optimistic
8. Looking after Themselves
9. Having great one-on-ones..



Weekly One-on-one Agenda:

- What are you working on this week?
- What are your priorities and preoccupations this week?
- What score would you give your relationships last week?
- What help do you need?
- How is everything else in your world?
- Sharing what I know about..
 - the business
 - the team
 - myself
- Finding a problem to work on together



Tell me about You...

3



What difference will you have made
this year, to someone's success,
someone's career, someone's life?

Congratulations!



Stay in touch!

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with

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