

TOP 10 RULES FOR NEW MANAGERS

presented by: Genevieve Chittenden & Tracy Munusami

1. **Document, document, document**
(Paper trails are important)
2. **Don't start drinking**
(Find ways to cope with stress & frustration)
3. **It's not personal (be strong)**
4. **Delegate what you can**
5. **Know when to keep your head down**
(Know your limits and say "no")
6. **Think three steps ahead**
(Always look at the big picture)
7. **Don't react to hearsay**
(Be fair and listen to all sides of a story)
8. **90% of being a manager is making stuff up on the fly**
(Make decisions with the info you have, and own your mistakes)
9. **No surprises**
(Communication is important)
10. **Separate Church & State**
(Find work-life balance and stick to it)

Special Bonus Rule:

Sometimes it's good to be quiet

(Let your staff have time to think, and take time to think yourself)

10 THINGS THAT REQUIRE ZERO TALENT

Being on Time
Work Ethic
Effort
Body Language
Energy
Attitude
Passion
Being Coachable
Doing Extra
Being Prepared

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You Should Read:

“Management Time: Who’s Got the Monkey?” by William Oncken Jr and Donald L. Wass
<https://hbr.org/1999/11/management-time-whos-got-the-monkey>

