

THE MANAGER/LEADER ROLE IN MANAGEMENT

Behavioral Expectations:	Module Outline:
<ul style="list-style-type: none"> • Identify ways to inspire your work group • • Explain what the manager/leader's role is in management • Demonstrate how to get work done through others willingly • Describe the challenges of making the transition from associate to manager/leader • Describe what is expected from management and your associates • Explain the difference between accountability, responsibility and authority 	<p>This module focuses on the manager/leader's role in management and what is expected of them from their senior level management and associates.</p> <p>Understanding the Role of the Manager/Leader Three different levels:</p> <ul style="list-style-type: none"> • Executives: are concerned with corporate position, profits, and needs of customers and the community. • Middle Managers/Leaders: are concerned with designing and maintaining systems and procedures. • Managers/Leaders: are concerned with getting the work done through others willingly. <p>What the Associate Expects the Manager/Leader</p> <ul style="list-style-type: none"> • Honesty • Consistency • Fair <p>What Top Management Expects of the Manager/Leader</p> <ul style="list-style-type: none"> • Be loyal to the company • Interpret policies clearly and correctly • Be intelligent in taking action and making decisions <p>Differences between Accountability, Responsibility and Authority</p> <ul style="list-style-type: none"> • Responsibility and Authority: You can delegate responsibility to employees. • Accountability: You cannot delegate accountability to associates. A manager/leader is always accountable. <p>Key Learning Points:</p> <ol style="list-style-type: none"> 1. As a manager/leader knowing and understanding what senior level management expects of you and how to communicate those expectations to the associates. 2. Managers/leaders must get work done through others willingly. By recognizing what motivates their associates the manager/leader will learn how to accomplish tasks and achieve the goals of their department. 3. Participants will learn how to make the transition from associate to manager/leader by separating themselves from the associates on a professional level.