I'm the Manager?

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Hello!

- Katie Allan, Adult Services Manager
- Jill Boreham, Human Resources Generalist
- Natalie Finlon, Adult Services Assistant Manager
Congratulations!
From Super Producer to Supervisor

Shifting Priorities From Creating to Managing

- Cultivating the Next Class of Superstars
- Changing Your Focus
- New Priorities
From Peer to Manager

When You Add A Supervisor Hat to Your Work Wardrobe

- Relationships with Coworkers Shift
- Establish Boundaries
- Be the Umbrella
Cultivating Your Team

Engaging and Empowering Your Team

Avoid Major Changes Early

Invite and Encourage

Listening
But, I Still Have Projects to Do

How To Do Your Work and Manage Your Staff

- Prioritize with Your Supervisor
- Create Space When And Where You Can
- Forgive Yourself
Find Your People

• Networking Groups
• Counterparts
• Management Resources
Family Medical Leave
vs
Sick time

- Leave taken under FMLA protects what?
- Are all employees eligible?
- Difference between FMLA and Sick time
Documentation 1, 2, 3!

• Who, What, When
  Why, and How?

• Don't get personal....

• Employee log
Top 3 issues – **Bad, Better & Best ways to handle**

Attendance/Tardiness  
Job Performance  
Attitude
Difficult conversations are unavoidable

If you don't say anything, nothing changes
Ten Tips for Difficult Conversations

1. Don't put it off

2. Be specific about the behavior you want to see

3. Write out a script and practice
4. Choose the right time

5. Pick a good place – with tissues

6. Be safe

7. Take a break or reschedule if needed
8. Know your employee handbook


10. It gets easier – really!
Resources

Management Bibliography

*The Ugly Truth About Managing People* by Ruth King – This book offers stories presented by a variety of real managers with real situations. Not only do the authors provide what was learned in each situation, but also how to apply the lessons in your organization.

*120 Difficult Conversations to Have with Employees* by Dave Young – This book provides plenty of ways to address employee performance or behavioral situations and gives examples of what to say and when.

*Lifescripts: What to Say to Get What You Want in Life’s Toughest Situations* by Stephen M. Pollan – Flowcharts of 109 difficult conversations help you map out how to tackle a variety of topics.

*Difficult Conversations* (20-Minute Manager series from Harvard Business Review) - This pocket-sized guide gives quick guidance on having tough talks and the reason behind the need for such talks.

Handouts: [Documentation 1, 2, 3](#) | [FMLA Overview & Quiz](#)
Questions?

• Email Us! - hr@orlandparklibrary.org

• Put "ILA Presentation" in Subject Line