



I'm the Manager?

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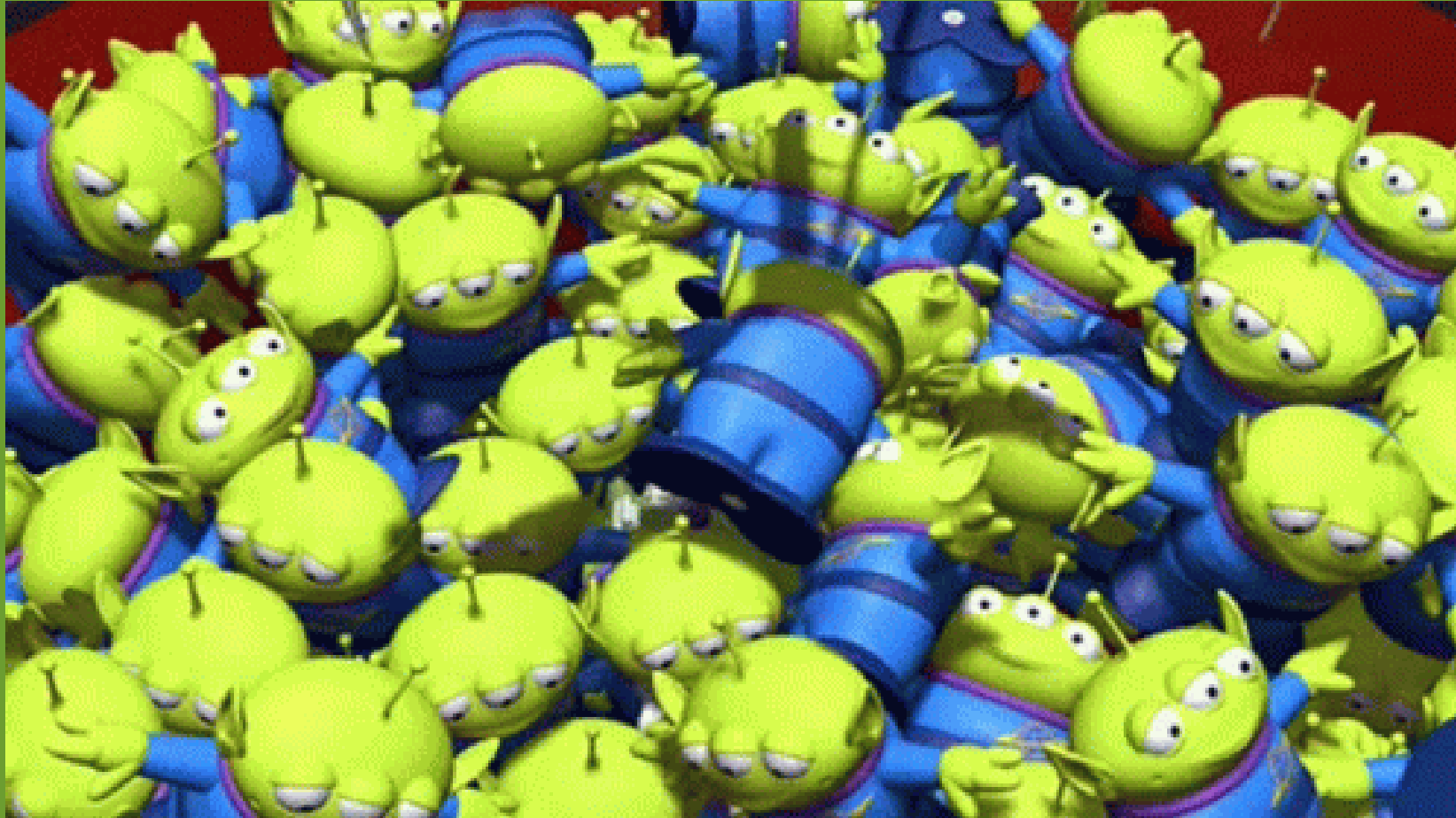
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Hello!

- 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





- Listening
- Avoid Major Changes Early
- Invite and Encourage

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

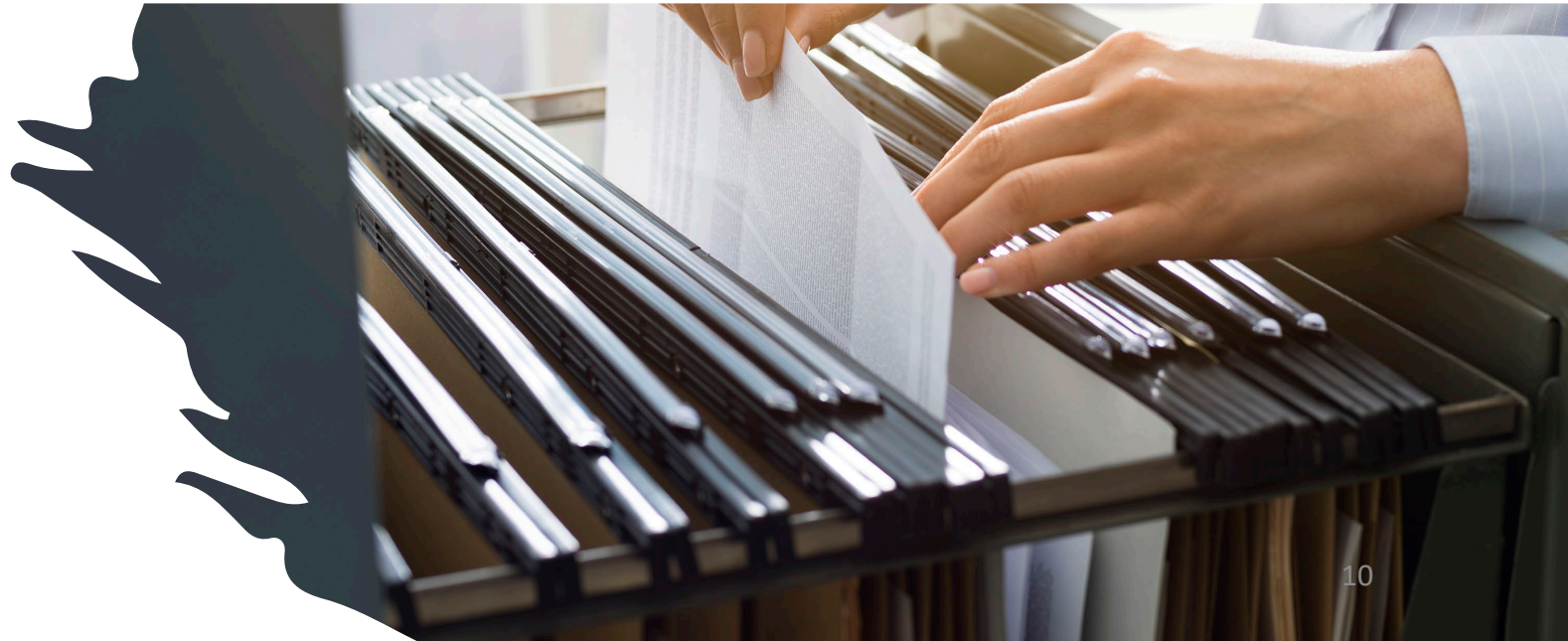
Family Medical Leave vs Sick time



- 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

9. Document,
document, document

10. It gets easier –
really!



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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.

Lifescrpts: 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?



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