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**MSMA National**

***Advance Training for the  
Mail Services Manager***

***Part One:***

***MOVING FROM MANAGER  
TO LEADER***

**MSMA Webinar - Thursday, Dec 19, 2013**

**James (Jim) C. Barlow, Jr., CMDSM, EMCM, MDP**

**Mail Systems Management Consultants**

# ***Advanced Training***

**You know the basics but how do you ADVANCE to a higher level, HOW DO YOU SUCCEED?**

**Part 1: Move from a Manager to a Leader**

**Part 2: View Your Operation as a Business**

# Overview

- **Management / Leadership**
- **The Successful Manager**
- **How did we get here?**
- **What are you paid to do?**
- **What is Leadership & *Nine Minutes on Monday?***
- **With Great Power Comes Great Responsibility**
- **Core Needs**
- **Plan Your Leadership**
- **Things to Remember**

# ***Management / Leadership***

## **What is the Difference?**

- Management - controls or directs people and resources according to established processes, procedures or values.
- Leadership - sets a direction or vision for a group to follow.

# ***Management / Leadership***

**Not Everyone Follows**



# ***Management / Leadership***

**Without Direction and Motivation**



# ***Management / Leadership***

**WITH** Direction and Motivation



# ***The Successful Manager***

## **You need to ask yourself:**

1. How did I get here?

Do I have the basics?

2. Where am I?

Assess your operation and yourself

3. Where am I going?

Determine goals and objectives

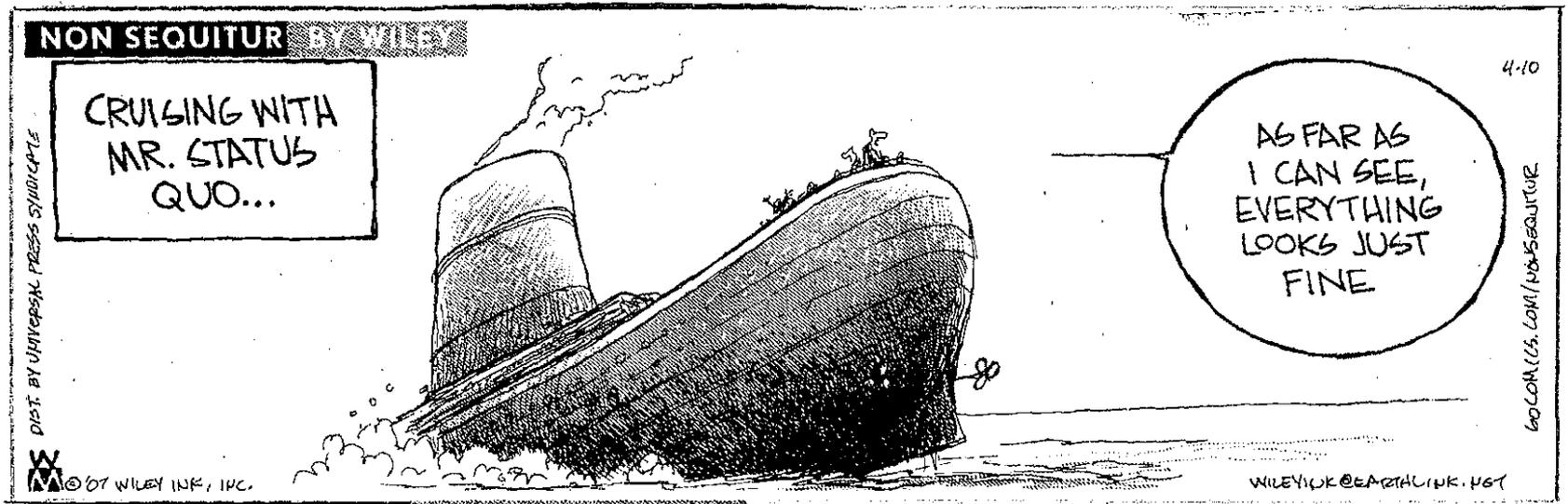
4. How do I get there?

Strategic planning and the steps to succeed

# The Successful Manager Must

1. **Grow and succeed or fall behind.**
2. Avoid the “Status Quo” and move out of your comfort zone.
3. Recognize and aggressively respond to the every day challenges, adversity and opportunities.
4. Lead and motivate your staff to a higher level of performance.
5. Have the right tools, attitude and support to survive, grow and prosper.

# Optimistic View



# The Successful Manager

- **At this Point, YOU ARE ALL SURVIVORS!**
- **What's next?** – You can achieve success but it depends on your preparedness, attitude, focus and actions.

# The Successful Manager

## Success is:

- Continued Survival
- Striving for excellence & customer satisfaction
- Having a team that is highly motivated
- Looking for & responding to opportunities
- Continuous improvement
- Pursuing efficiencies & savings
- Planning & taking action
- Achieving goals
- NOT just “Dumb Luck”

# **Why Managers Fail**

- 1. New managers are not prepared and become overwhelmed**
- 2. They get sidetracked, lose their focus and discipline and become complacent**
- 3. The customer / upper management's interests change and the operation's management takes too long to notice or react.**

# Move From Manager To Leader

## How did we get here?

- Many were thrown into the manager's role without proper training and therefore are not prepared to achieve success at a high level.
- To get to the next level you must become a leader.
- Leadership is not an innate skill, it must be learned.

# Move From Manager To Leader

## What are you paid to do?

- Focus on a set of tasks
- Produce results through others
- Success hinges on the results produced by the TEAM
- Their success is your success, the TEAM'S SUCCESS!

# Move From Manager To Leader

## What is Leadership?

- Leadership is work, it's passion, it's focus on goals, the desire to grow, improve and achieve more through others.
- \* **“Leadership is a journey and one that requires consistent attention in order to avoid stagnation. With the demands on managers today, it is imperative that we continue to evolve, improve and reinvent ourselves.”**

\* James Robbins, *Nine Minutes on Monday*

# Move From Manager To Leader

## With Great Power Comes Great Responsibility

- Your job is to help your people meet their needs in order to achieve team goals and produce results.
- There are **Nine Core Needs** which, when met, ignite team engagement and achieves excellence.
- The key to motivating your employees and inspiring them to perform at the highest level lies in your ability to administer these nine needs.
- They must be applied practically and consistently

\* James Robbins, *Nine Minutes on Monday*

# Move From Manager To Leader

## Core Needs (Primary 1 – 4, Secondary 5 – 9)

1. Care -The need to be more than a number
2. Mastery - The need for challenge & achievement
3. Recognition – The need to be appreciated
4. Purpose – The need to contribute and be significant
5. Autonomy – The need to be in control
6. Growth – The need to progress
7. Connection – The need to connect with others
8. Play – The need to enjoy work
9. Model – The need for a path to follow

\* James Robbins, *Nine Minutes on Monday*

# Move From Manager To Leader

## To Plan Your Leadership Ask yourself:

1. Whom will I show a genuine interest in this week?
2. Whom will I give feedback to?
3. Whom will I recognize?
4. How will I connect purpose to pay for someone?
5. Whom will I help grow this week?
6. Whom will I help feel autonomous?
7. What can I do to foster team unity?
8. Where can I inject some fun?
9. What do I need to model for my team members?

\* James Robbins, *Nine Minutes on Monday*

# Move From Manager To Leader

## One planning session may yield the following:

1. Spend 15 minutes before lunch today on a walkabout.
2. Set up a meeting with my boss to discuss how to create a more goal oriented work environment for the staff.
3. At this week's team meeting recognize a certain member on their positive attitude.
4. Connect with a certain staff member to let them know how important and appreciated their extra effort was to the internal customer.

\* James Robbins, *Nine Minutes on Monday*

# Move From Manager To Leader

## Things to Remember

- Leadership grows through practice
- The biggest enemy of leadership is over commitment to tasks.
- Keeping your leadership priorities in front of you is essential to effective management.
- Excellence in leadership and operation success is found in the little things done consistently to “Motivate Your Staff To Bring Their Best To Work.”
- **Spend nine minutes every Monday morning to plan your leadership for the week with nine questions.**

\* James Robbins, *Nine Minutes on Monday*

# Move From Manager To Leader

- Micro-Management tends to destroy morale and results in good employees leaving and bad employees doing just enough to not get fired.
- Having a team that's focused, empowered and highly motivated leads to success for you, your TEAM and your company

# **Move From Manager To Leader**

**“I am who I am today mostly because of the mistakes I’ve learned from and the knowledge I’ve gained from others.”**

## Part Two: View Your Operation As A Business

- **Your Operation has all the elements of a business.**
- We will address conducting an operations assessment, strategic planning, goal setting, budgets, what ADAPT means and the “Formula for Success.”

# Questions & Follow-up

For more Information Contact:

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