



CONFERENCE: Nov. 15-18, 2021
TRADE SHOW: Nov. 16-19, 2021

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What They Don't Teach You About Becoming a Manager

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AGENDA

- What they do teach you
- What they don't teach you:
 - Managing your team
 - Managing your operation
 - Managing You
- Questions



What They Do Teach You

- Formal Training
 - Classroom learning
- On the Job
 - Job shadows



What They Don't Teach You

- Scheduling
- Delegation
- How to handle difficult guest situations
- How to have difficult conversations with your team members
- How to give feedback
- How to work alongside your peers
- How to handle your social media celebrity Cast Members
- How to lead
- Think big picture, but also run the day to day operation
- How to ask for time off
- How to trust your team, peers, or boss
- How to discipline/hold accountable your team members
- Balancing your personal and professional relationships
- How to recognize your team

Relationships

“Would I rather be feared or loved? Easy. I want people to be afraid of how much they love me” – Michael Scott



Team

Employee Relationships

- Leading a team of different age groups
- Building credibility with your team as a new leader
- Motivating those who are just there for a paycheck
- How do you make your employees feel seen, heard and valued?

Peer/Superior Relationship

- Change in dynamic from peer to boss
- Relationship between you and your superior
- How do you handle peers that drive you crazy?
- Conflict with team leads and other departments

Managing the Operation

“I knew exactly what to do. But in a much more real sense, I had no idea what to do” –
Michael Scott



Delegate!

Managing your time effectively and prioritizing what's truly important

You don't need to take on EVERYTHING

Being responsible for the work of others

Handling angry Guests or customers

Managing scheduling and staffing



Managing You

“Society teaches us that having feelings and crying is bad and wrong. Well, that’s baloney, because grief isn’t wrong. There’s such a thing as good grief. Just ask Charlie Brown.” – **Michael Scott**

Managing You

Take Care of Yourself

- Building and maintaining a work/life balance
 - Do you have to finish this task now or can it wait?
 - What balance works best for you?
- Take your vacation time!
 - If you don't take care of yourself, how will you take care of others?
- Know what burnout looks like

Focusing on Development

- Don't be afraid to ask for help!
 - Better to ask than pretend you know the answer
- Everything is a learning or a teaching moment.
 - Don't be afraid to fail!
- Seek out additional learning opportunities
- Don't be selfish!
 - Develop your team members for future opportunities

Questions



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