



CALIFORNIA STATE UNIVERSITY, DOMINGUEZ HILLS

Managers Guide to Success

- Be competent and current.
- Know who you are. Settle on a set of values that will guide your actions and responses. Be honest with yourself and others. Realize that you are not perfect and that is OK. Let others know you.
- Develop exceptional communication skills. Be good at relating (listening, defining roles, setting priorities, and providing candid feedback) and requiring (communicating expectations in terms of quality, quantity, timelines and tone, and establishing metrics and accountabilities).
- Be able to deal effectively with differences in people and have the will and the ability to resolve conflicts in the workplace.
- Operate with the knowledge that a common purpose, shared values, a well articulated and thoroughly understood vision, along with proper training and clear accountabilities, are the basic elements that create a high performing team.
- You are a role model. People act and respond to what you do and to what you say. Create a positive work environment where people get what they need from membership on your team (respect, good relationships, meaningful work, the opportunity to learn and grow the ability to work on things that are important and which make a difference).
- Clearly articulate what success looks like in the short and long term. Identify what it will take to achieve success. Don't get distracted by the "urgent." Allocate the right people and resources to get the most important work done. Regularly ask yourself, what is the best use of my time and talents right now?
- Your job is to develop the skills and abilities of your staff. Focus more on what is right than on what is wrong. Nurture the human spirit. Regularly express gratitude and celebrate success.
- Concentrate on your strengths and collaborate with others who complement your abilities.
- Sustain a high level of energy over the long haul. Take those actions necessary to care for your emotional and physical health. Work to find peace with your place! Enjoy the people and the process. Have a full life at the job and away from work.