

~~Old School Management
Approaches Don't Work.~~

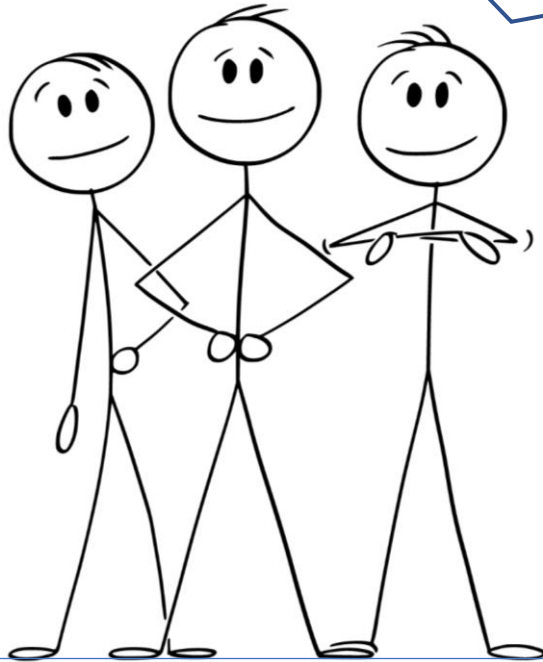
It's Time to
Be More Human.

Presented by: Sarah Brown

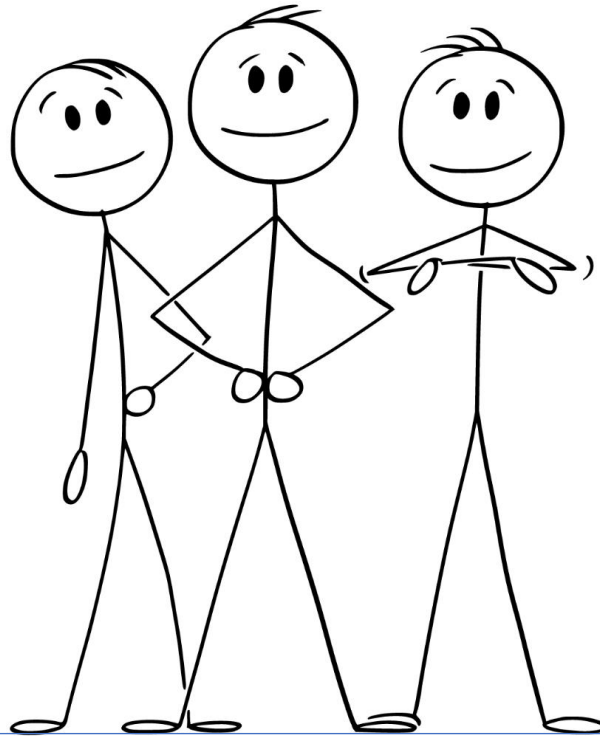


Into Right Relationship
Humanizing Work Systems. Training Better Managers.

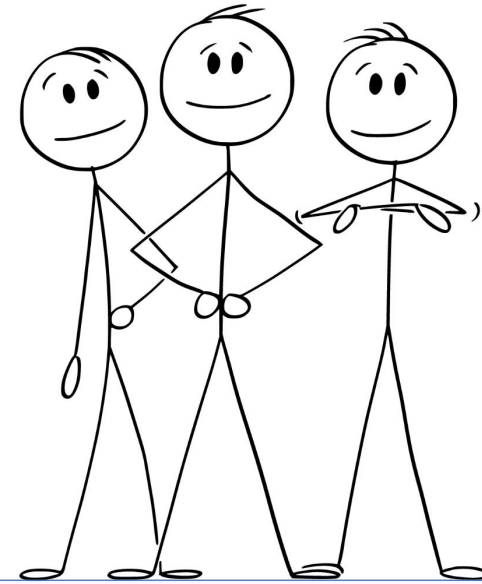
Hi, we're seminary students!



"Take your time."



"Leave now!"



"HURRY! GO!"



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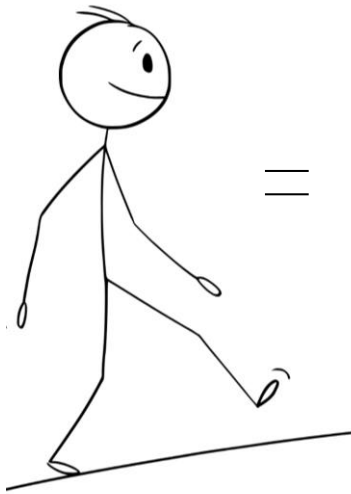
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What Happened?



= 63% of “take your time”



= 45% of “leave now”



= 10% of “hurry and go now”



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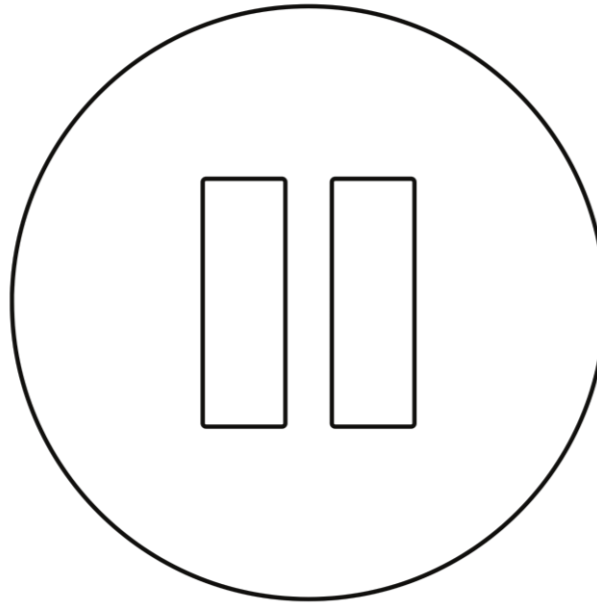
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Pause & Connect



Tool # 1: Pause



Connect

Think of a time in your life when you had a supervisor who made you feel really seen or valued as your unique self.

How did you know that person saw you?



Who am I?



Old School Management

- Boss has to figure it all out. They are THE problem-solver.
- All decisions come from the boss.
- Accountability goes one way - down.
- Responsiveness goes one way – up. (Everyone must respond to the boss's emails right away but the boss may never respond at all.)
- The only emotion allowed in the workplace is anger or defensiveness and that comes from the boss.



Old School Management

- Feedback is never invited and deflected if received.
- Policies and benefits make sense for someone with the boss' lived experience, but maybe not others.
- Boss goes and comes as desired, but employees have to keep specific hours and request time off in advance.
- Boss says things like "stay in your lane."
- The perspective of the boss is privileged even when the boss has little or no relevant experience.



~~Old School Management Approaches~~ Be More Human

- Three Core Principles of Managing with a Human Approach
- Two Tools to Enact Each of Those Principles



Core Principle # 1:
Urgency makes us insensitive.
Tool # 1: Pause.



Core Principle # 2:

See people as full humans.
From there, build a caring relationship.

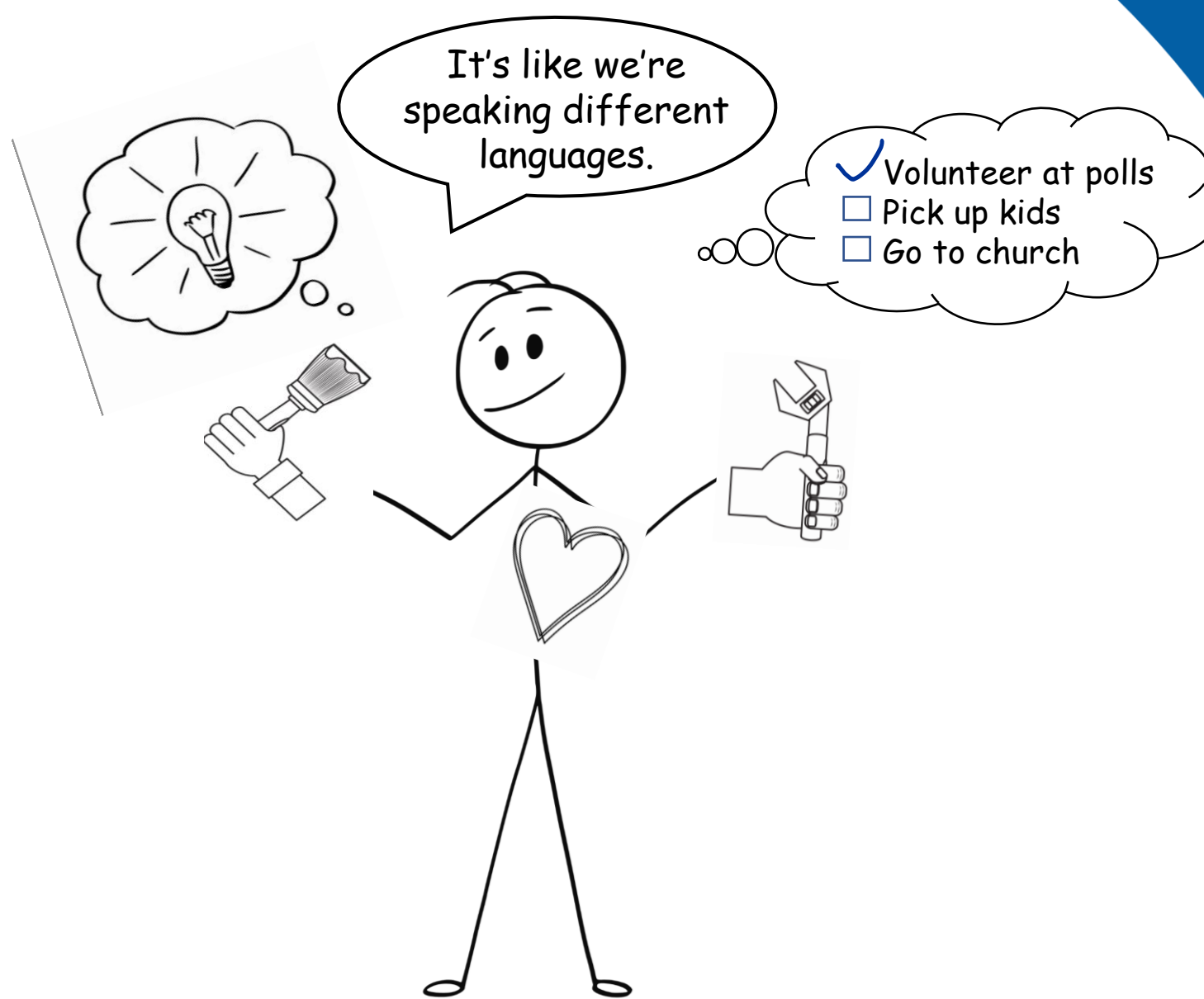


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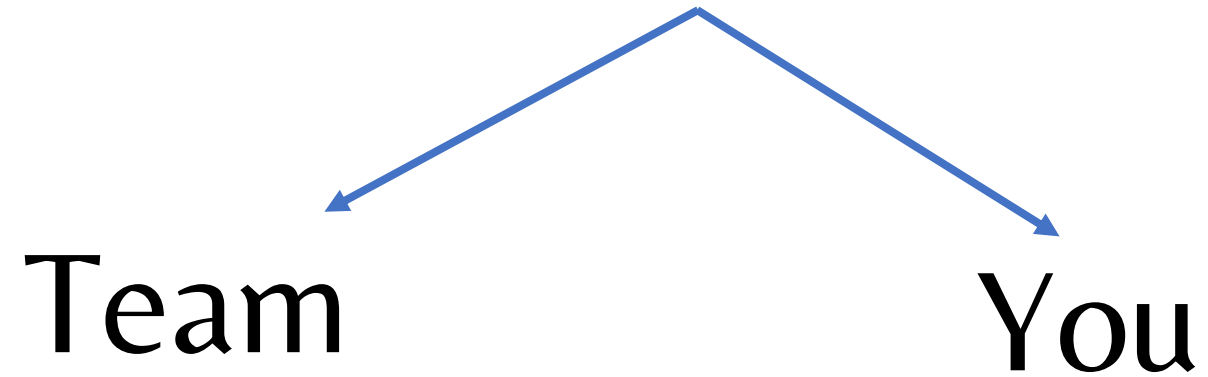
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“People don’t work for companies;
they work for people.”



Connection



Tool # 2: The Conocomiento

A tool for deepening human-to-human connection between the people on your team.

Examples:

- What's something you did this weekend that brought you joy?
- Thinking back over your time at your current job, what's a moment that you're really proud of?
- What's the nickname some of the people you are closest with call you?
- What's a smell that reminds you of a fond memory?



Connection

Team

You



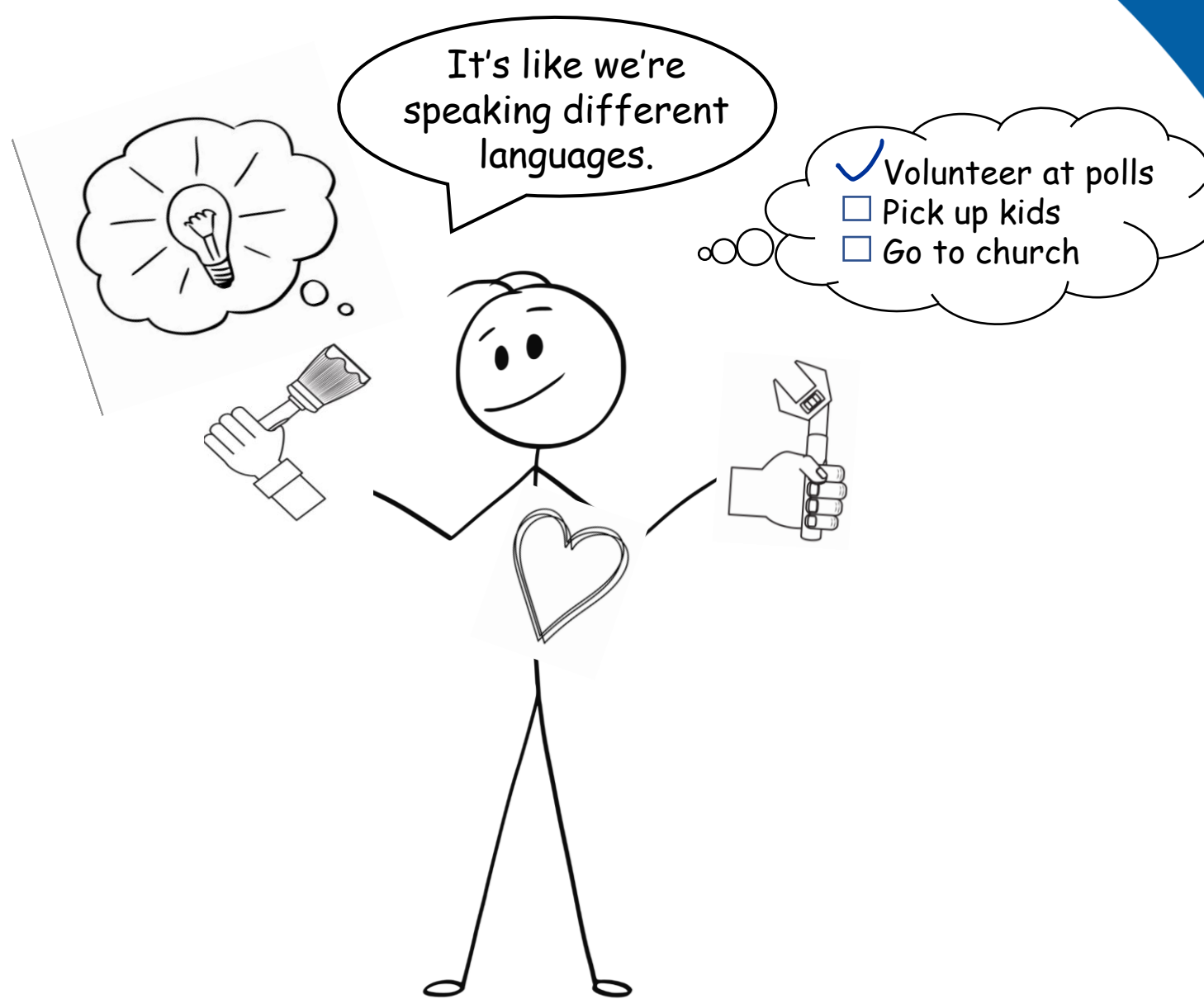
Tool # 3: Effective One-On-One Check-Ins

Schedule, individual meetings where you can provide personalized support and create meaningful connection.

Make it Meaningful

- Intentional and planful
- Regularly-scheduled time
- Employee-led





Core Principle #2: See people as full humans.

“She got to know us as people, not just employees, and worked with me based on who I am in the world.”

She cared for us and that resulted in people working harder and better for her than I imagine they would have otherwise.”



Core Principle # 3:

Center Your People

Realize they are the most important people in the room. (Not you.)

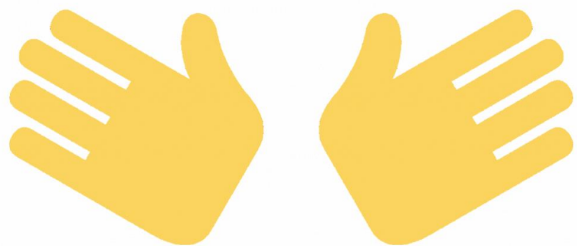




= Board Member / Donor



= Executive Director



= Staff



Who is at the mic most of the time?





= Board Member / Donor



= Executive Director



= Staff



Did they say:

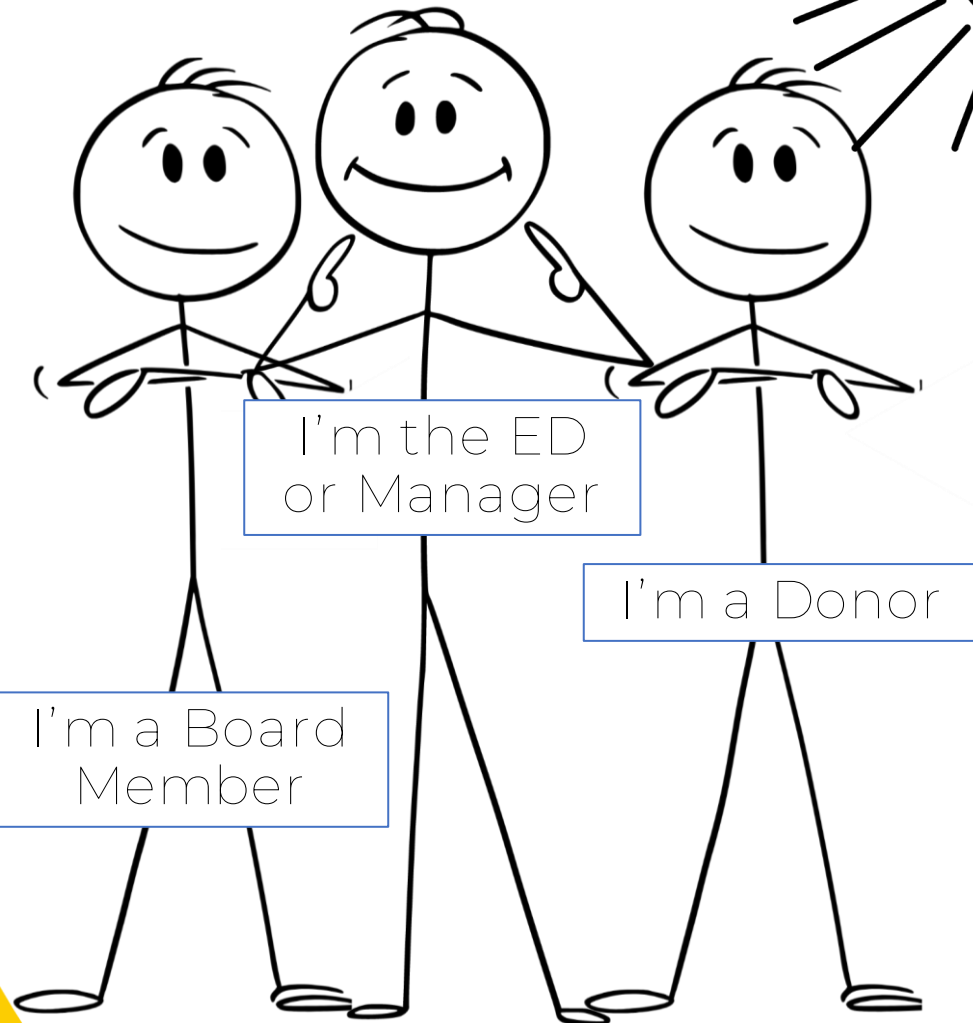


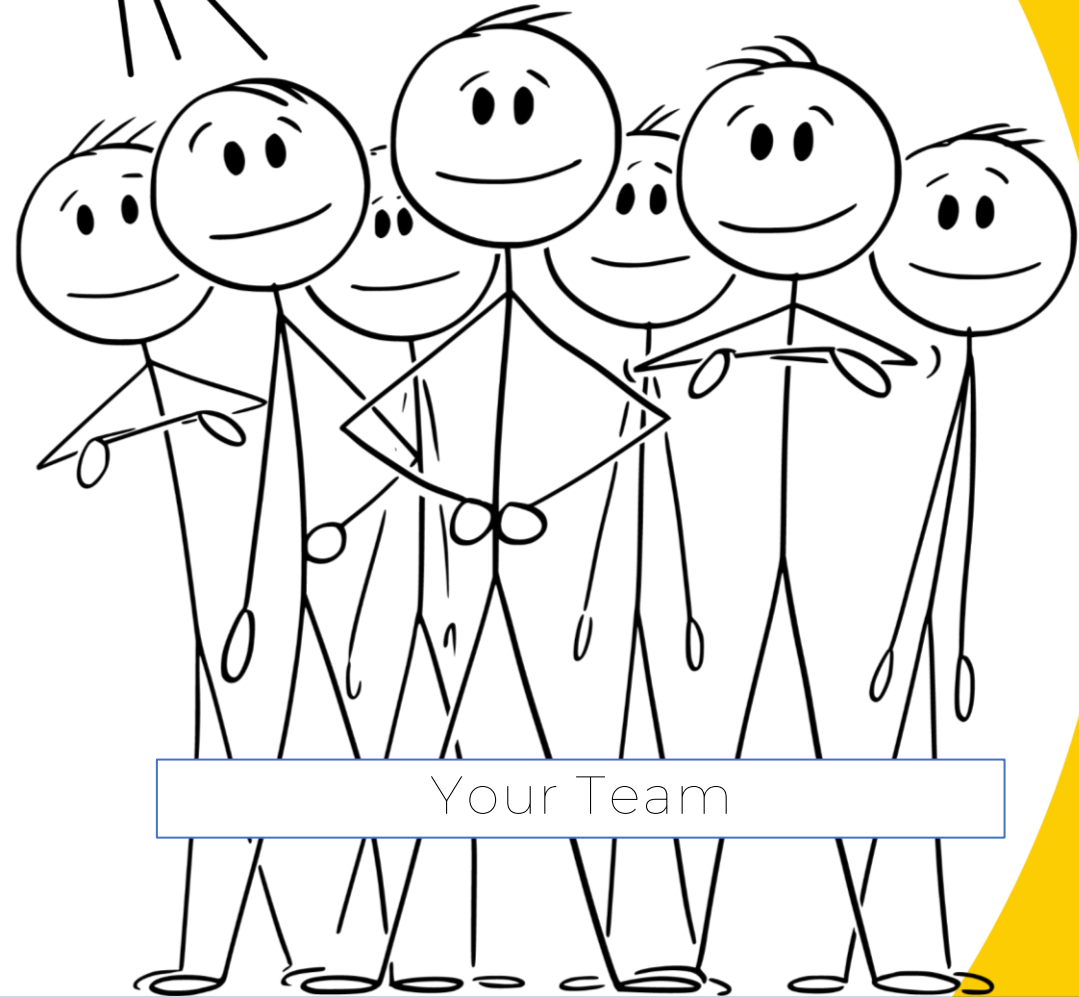
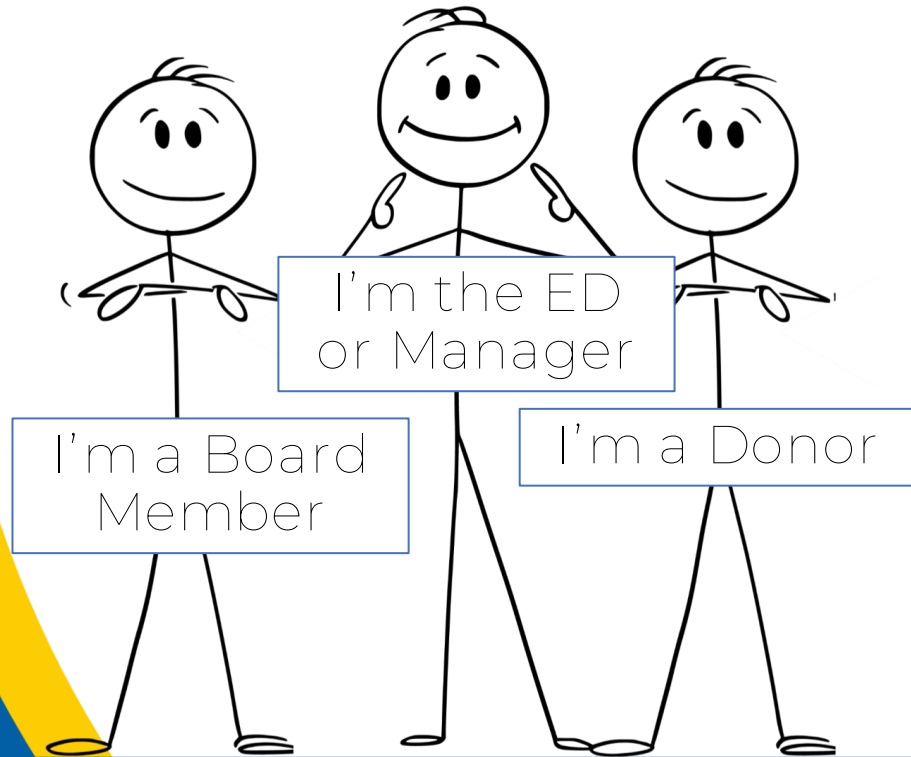
“Sarah, you’ve done an amazing job?”



“Sarah, you and your team have done an amazing job?”



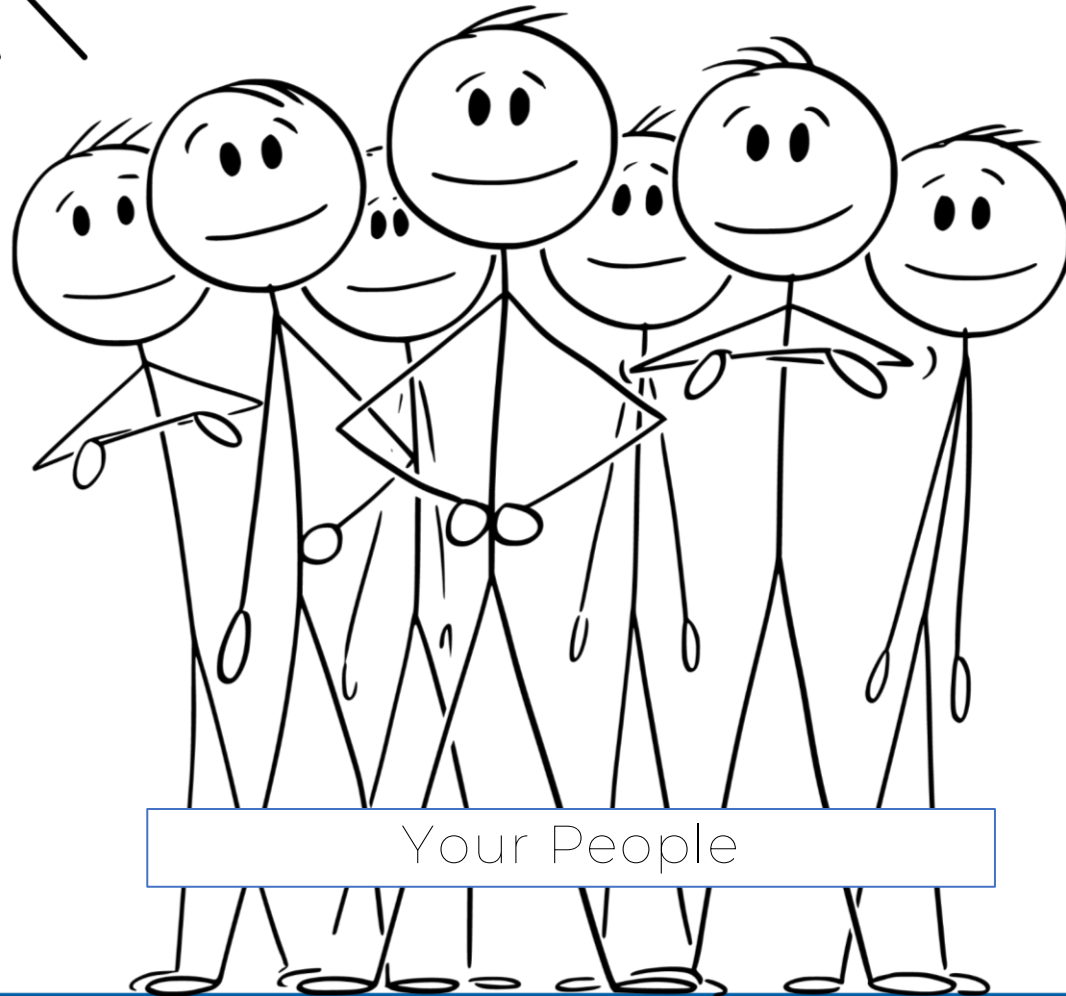
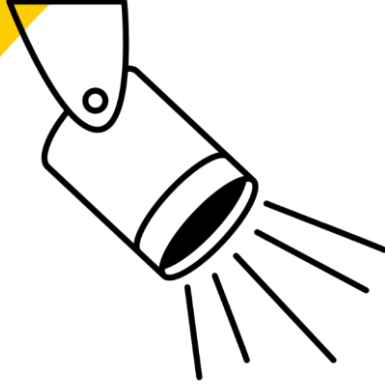




Tool # 4: Listen Fully to Understand

- Get Present
- Take a Receptive Stance
- Ask Open-Ended Questions for better understanding
- Get Quality Training





Tool # 5: Request Feedback & Respond Thoughtfully

- Ask for it
- Thank Them
- Think on it
- Tell them what you will do with it



Core Principle # 3: Center Your People

“I always felt he treated me like a peer, which was extremely powerful.

I still respected his work and looked up to him as someone with infinitely more perspective and wisdom—but he didn’t treat me that way.”



Core Principle # 4:

Cultivate Collaboration

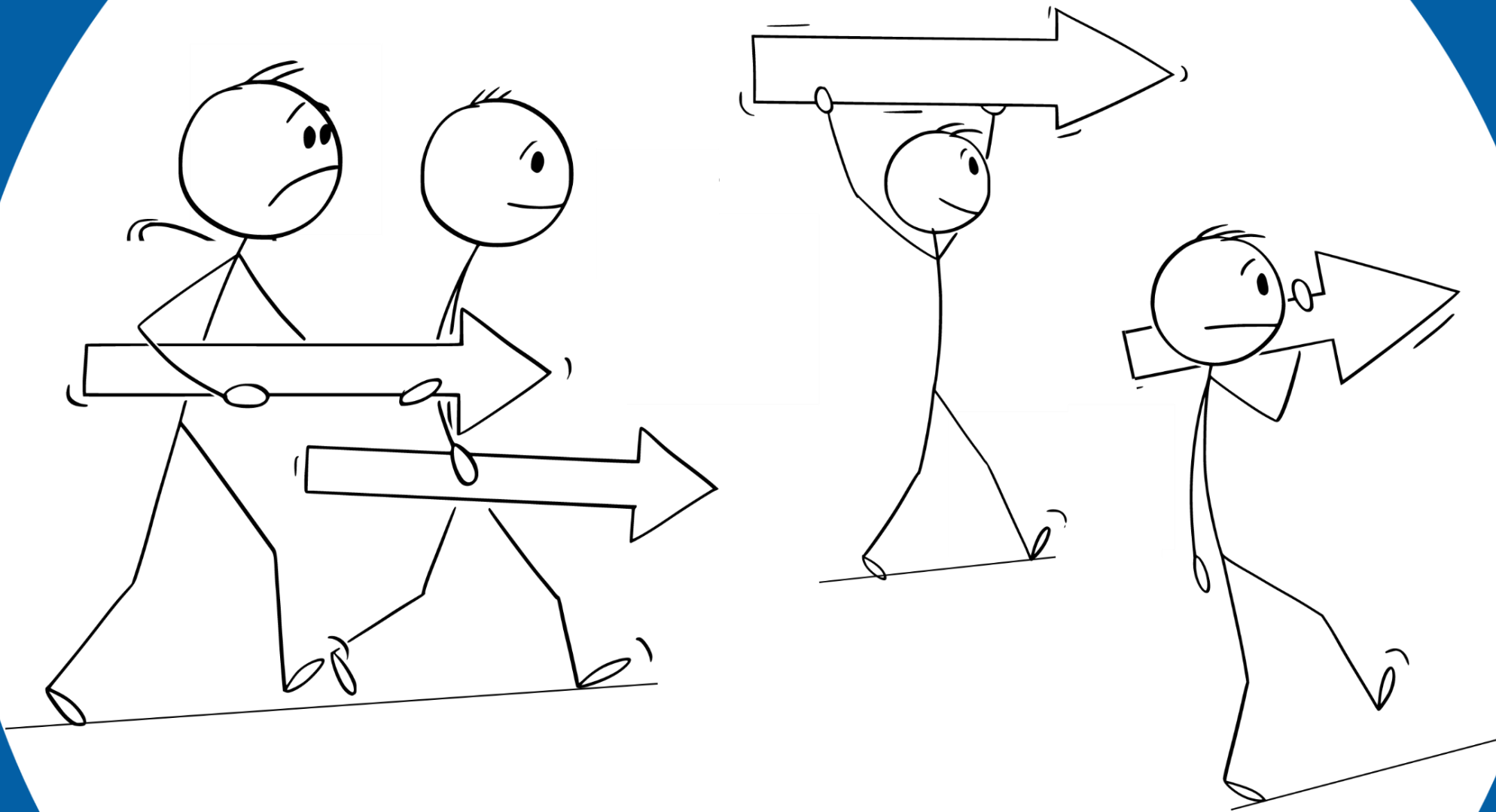
Do this as much as possible.

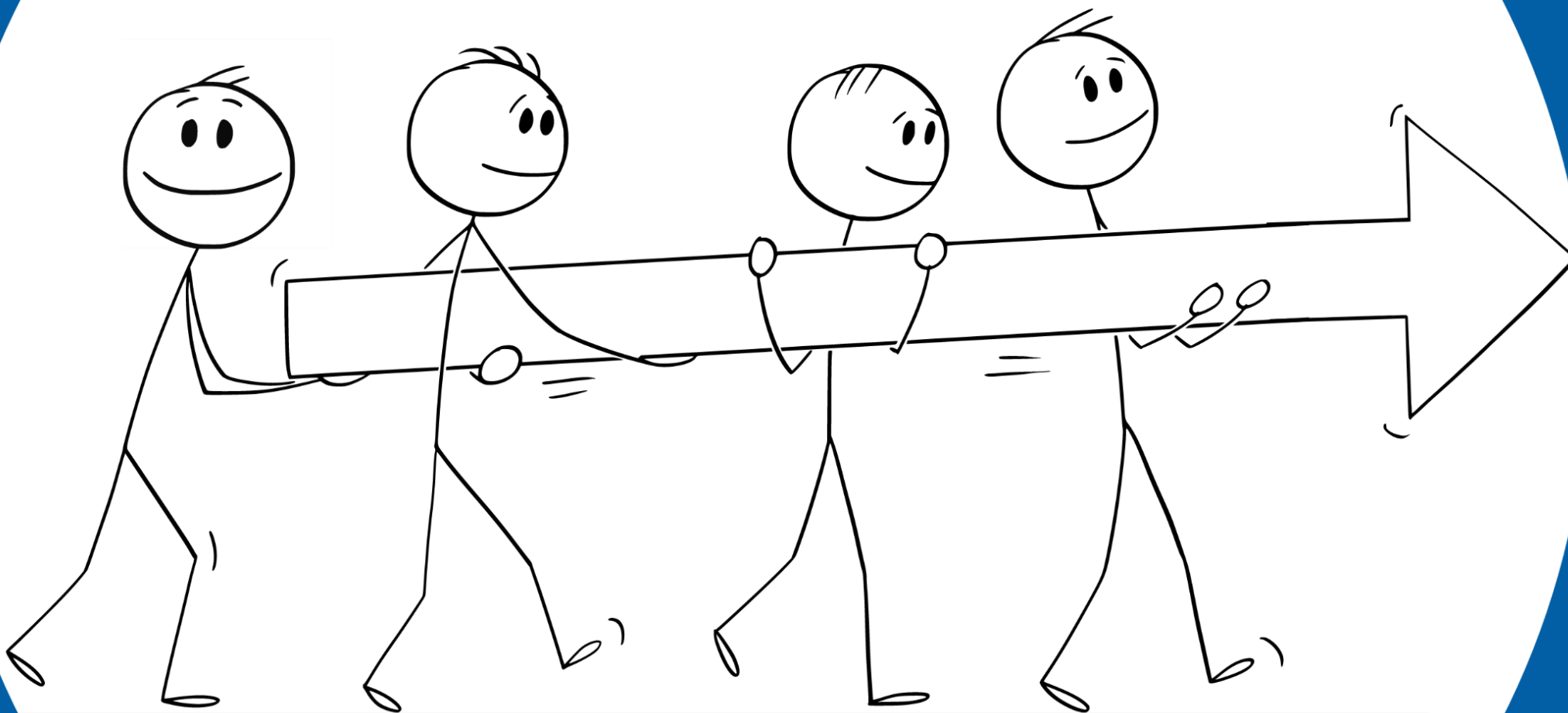


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Tool # 6: Inclusive Decision-Making

- Who is the expert?
- Who implements it?
- Who is impacted by it?



Tool # 7: Build-In Collaborative Moments

- Create ad hoc teams. Assign projects
- Facilitate meetings to foster collaboration.



Core Principle # 4: Cultivate Collaboration

*“She assumed that everyone had valuable insights and **it** was her job to find them. Our opinions and creativity were asked for and it helped me feel valued and invested.”*



Principles	Tools
Urgency makes us insensitive.	Pause.
See people as full humans.	Conocomientos & Effective Check-Ins
Center your people.	Listen Fully to Understand & Request Feedback + Respond Thoughtfully
Cultivate collaboration	Inclusive Decision-Making & Build In Moments of Collaboration.







= What you're doing best at already.

I am strong at _____. I do this by_____.

Share your fill-in-the-blank sentence.

Discuss anything you want to know more about.



What do you want to do differently?

Circle the two you have the most interest in improving on.

For each one you circled, write something specific you will do differently.

I'll be your accountability partner. Text me with your name and goals at 828-545-2781.



Let's Work Together!

Being Human Management Training

- Online and tailored your management team (booking spring 2023)
- In-Person in Asheville
- (In the future) Online & Live for anyone to join

Management Mentoring & Consulting

Team Work

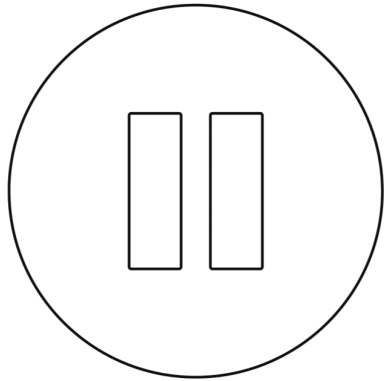
Often times people don't know what they need.

Schedule a free consult using the link on our website:

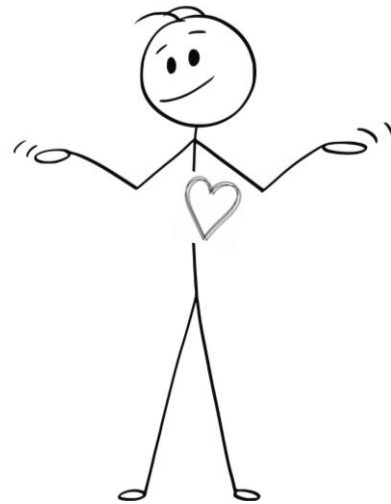
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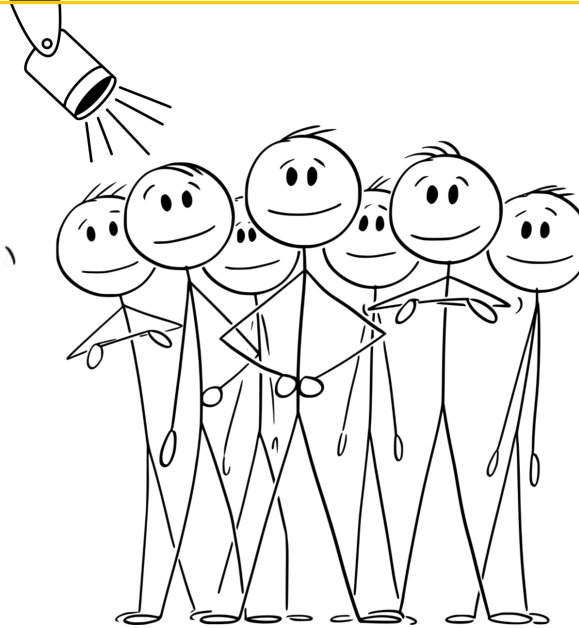
Ready to Be More Human?



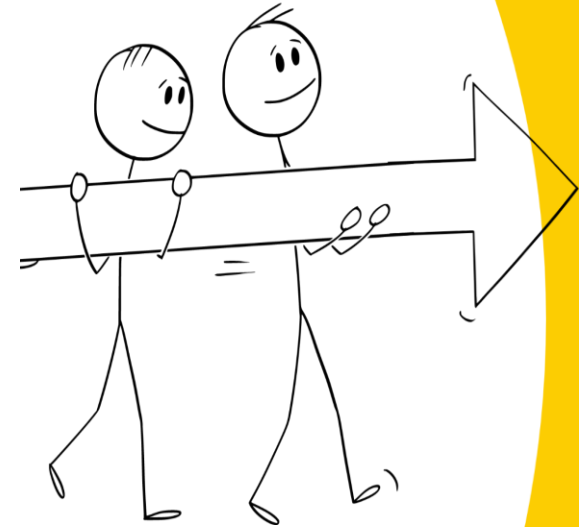
Pause.



**See people as
full humans.**



**Center your
people.**



**Cultivate
collaboration.**

