



Self Management

How it works and how it does work



What is Self-Management?

Self-management means:

- the manager sets the overall direction of a project or task.
- employees implement the details with minimal oversight.
- the manager's contact is focused on project updates, issues, and resource requests.
- otherwise, employees complete their own tasks, run their own projects, and try to solve their own problems.
- The employees has a coach to discuss day to day issues and solved their own problems.

In a self-managed workplace:

- the manager maintains an open door policy.
- employees keep the manager informed of issues they encounter.
- the manager ensures employees have what they need to complete a task such as tools and training.
- The manager is then free to focus on higher-level responsibilities, such as growing the business and raising money.

What are the keys to success

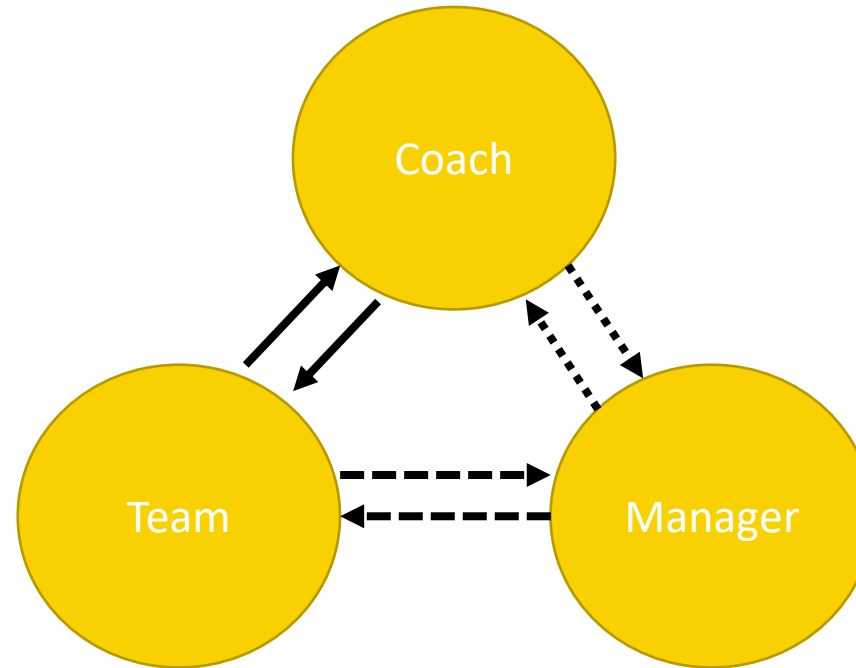
- A different mindset, for both employees, and most importantly, managers
- A different, consensual approach to decision making
- Establishing a framework to determine how staff will work
- Establishing quality assurance principles
- Accepting differences are OK
- No more process than essential

What are the benefits

- Increased employee satisfaction
- Increased customer satisfaction
- Saving on management overhead costs and more to frontline
- Shorter lines of communication
- Fewer rules and regulations
- Increased productivity

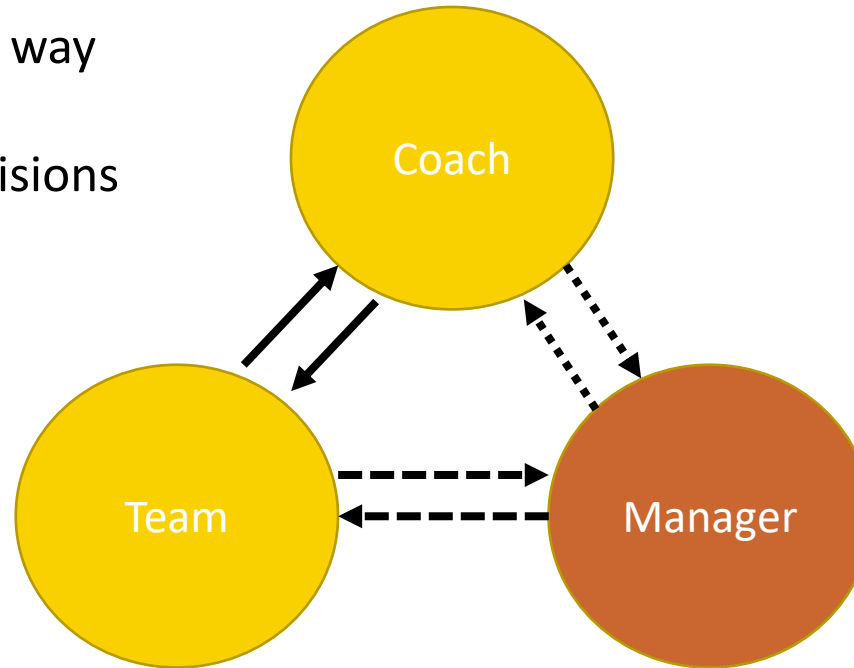
How it works – key roles

- The manager(s)
- The team coach
- The self managing team(s)



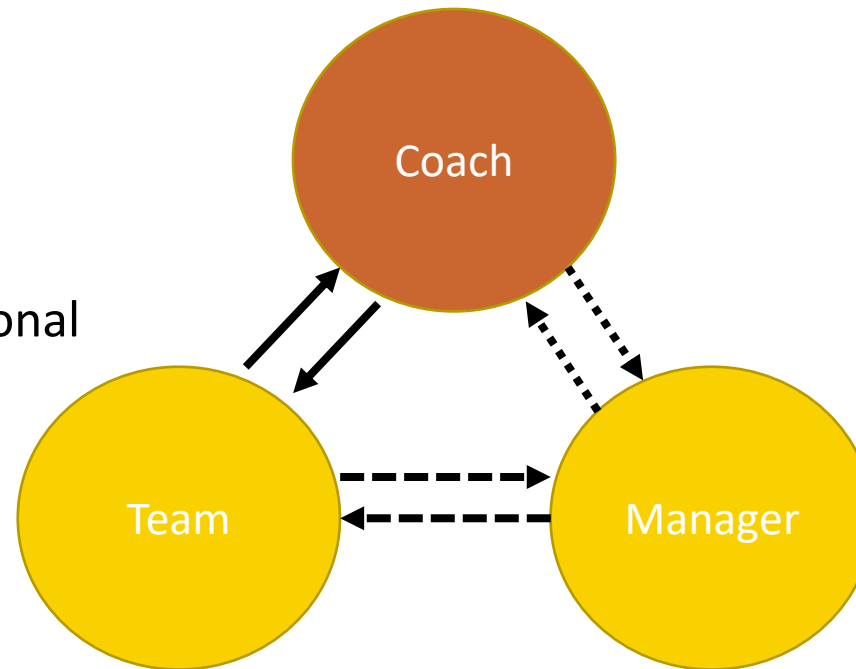
Manager – key roles and themes

- A new mindset (can be a tough transition)
- Sets the framework, not checks the rules
- Accepts that their way is not the only way
- Gets updated
- Is there for escalation, and tough decisions
- Drives the business
- Helps with development
- Needs to believe in self-management



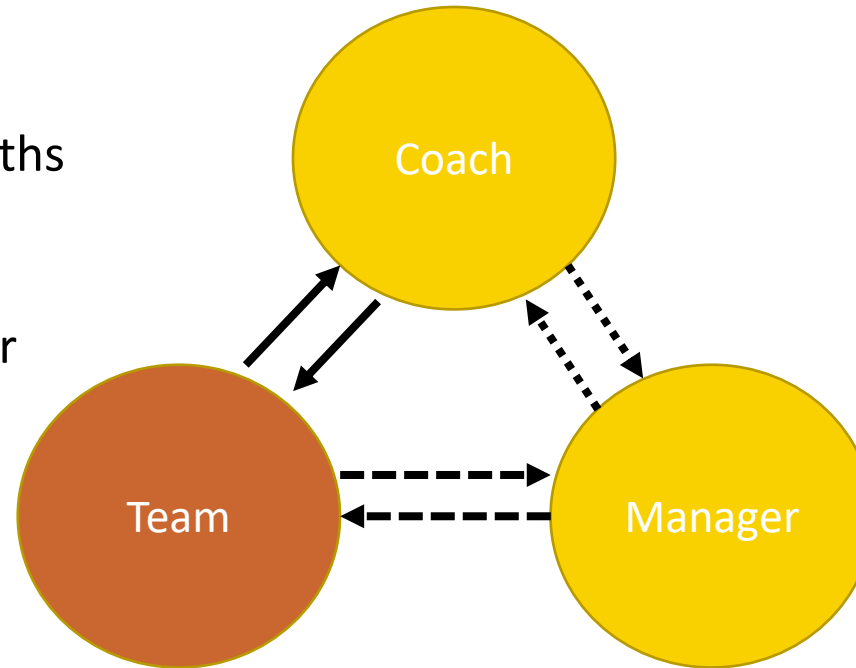
Coach – key roles and themes

- Is there to assist the team
- Objective sounding board
- Helps the teams find solutions
- No say on topics discussed
- Not part of the team
- Can provide specialist and interpersonal
- Will liaise with the manager



Team – key roles and themes

- No hierarchy
- Much more (collective) responsible
- Lots of consensus
- Need to understand members strengths
- Need to want to be self managed
- Less impressing the boss
- Not passing problems to the manager
- Regular interaction with the coach
- Updates to the manager
- The team coach
- The self managing team



Common pitfalls

- Thinking for others in the team
- Hierarchy (pulling rank) creeps back into teams
- Hard to stop organising and controlling
- Needs the infrastructure to deliver – technology, information, training and development
- Managers need to be able to do it
- The team need to want it
- An overall lack of commitment