

## Become a Better Manager

Most of us weren't born knowing how to help other humans reach their potential in their careers. Here are some ways to learn to become a better manager at any stage of your journey.



**Learn what motivates your employees.** Ask them this question directly and show them how their work can provide opportunities to experience what drives them.



**Invest time, thought, and care in your one-on-one meetings with team members, and never skip them.** This time dedicated to their success should allow them to share concerns, celebrate wins, and seek guidance.



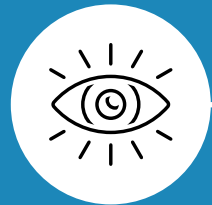
**Play to people's strengths.** Take time to plan for how team members' skills could best be used on a new project. If you don't know, ask how they'd like to contribute.



**Seek expert help to grow as a leader and coach.** Most coaches aren't born, they're made, so seek out resources to grow in this area. Take advantage of any leadership and management training opportunities your organization offers and ask for resources if it doesn't.



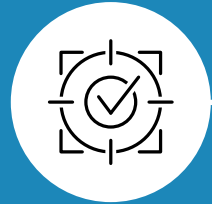
**Manage up.** Learn what your boss's biggest challenges are and how they need your help. This will help you anticipate and plan for needs your team may be asked to fill.



**Seek out situations, team members, mentors, and peers who challenge your world view.** You can't become an inclusive leader in a bubble.



**Give and receive honest feedback.** Don't delay a conversation about a subpar job performance. Ask your team members how you can better support them, too, and listen and respond to everything they say.



**Set clear expectations.** What do you expect your employees to deliver? Do you need them to be calmer and less reactive when they speak with individuals your nonprofit serves? Let them know what success in their role looks like.



**Be deliberate in hiring.** There is something worse for a team than an unfilled position: a job with the wrong person in it. Be thorough in your hiring process to find the right fit for the candidate and the organization.



**Be flexible.** Stretch every way you can to meet employees' needs for how the work gets done. Accommodate all possible requests to tweak schedules, attend a meeting off-camera, or move project due dates.

