HOW TO GET YOUR BOSSES JOB

This informative session gave attendees various ideas, tips, and suggestions on how to one day land your bosses job. The overall topics covered included continuing your education, appearance, work habits, and interpersonal relationships with co-workers. To begin the session the presenter, Linda Walter, covered several important retirement facts. Three key facts mentioned were 1) Baby Boomers are reaching retirement as of 2010 – for the first time – there will be more retirees than workers in the U.S., 2) There will be more experienced workers leaving positions than ever in our history, and 3) Leaders are expected to “Do more with less”.

The year 2010 is fast approaching and now is the time to position yourself to be recognized as a candidate for those higher level positions. The presenter suggested that as an employee you should align yourself with your boss, your boss, your bosses’ boss, governing groups over your parks department and outside the work place. It is also important that you consider the qualifications for the job you are seeking to include skills, education and experience. In addition, improving your leadership abilities and communication style will also be beneficial. To help improve your qualifications and leadership abilities it is important that you hone in on your skills. To do this you should find a mentor and seek additional education, certifications and training. When you are seeking a higher position, it is important as well to develop a personal action plan on how you will strategically be hired. After you have received the position, there are still important issues to be aware of and the presenter discussed some of those issues. The session ended with a question and answer period where attendees had a chance to ask questions that relate directly to them.
How to Get Your Bosses Job

A guide to positioning yourself as a leader in your department
Baby Boomers are reaching retirement as of 2010 – for the first time – there will be more retirees than workers in the U.S.

There will be more experienced workers leaving positions than ever in our history.

Even with reductions in staff – leadership positions have to be filled.

Leaders are expected to “Do more with less”.

Many will be considered to be the next leader – only one will be chosen.
Charting the Baby Boomers Retirement

Figure 1: Change in Workforce & Retired Age Groups

Source: Social Security Administration
Positioning

- With your boss
- With your bosses boss
- With the governing group (commissions, council, board, etc.)
- Outside your workplace
Gallup Organization Study

- I know what is expected of me at work
- I have the materials and equipment to do my job right
- I have the opportunity to do my best day at work
- In the last 7 days I have received recognition/praise for doing good work
Gallup Organization Study

- My supervisor or someone at work seems to care about me
- At work, my opinions seem to count
- The mission/purpose of my organization makes me feel my job is important
- My co-workers are committed to doing quality work
- I have a best friend at work
- In the last 6 months someone has talked to me about my progress
- In the past year, I had opportunities to learn and grow at work
What You Need to Know About a Leadership Position

- Qualifications
- Skill Set (formal and informal)
- Education at present and in future
- Experience
- The Culture of the Department and the organization
- The Intangibles (politics, future, capitol outlay issues, etc.)
Characteristics of the Universal “Great” Candidate

- Problem solver not finger pointer
- “Can do” not “can’t do it”
- Dependable (on time, good attendance, meets deadlines, follow through)
- Visible
  - Informal – golf league, side jobs, chit chat)
  - Formal – meetings, presentations, special tasks, union, committees
  - Community – Service Clubs, Church, School, Scouts, Hospital, etc.
Characteristics of the Universal “Great” Candidate

- Takes on the tough jobs
- Anticipate action – don’t wait to be told
- Calm, confident and efficient
- Low Maintenance
- Respectful (use titles with all)
- Well Known (from custodians to clerks to the public to the “higher ups”)
- Life Long Learner
- High Emotional/Social IQ
- Strong written and verbal communicator
- Empathetic
Hone Your Skills

- Find Mentors
- Expand your Knowledge
- Stay Organized
- Develop good relationships with support staff
- Be Accessible
Communication Skills

- Assume good faith
- Care about resolving the difference in perception
- Be open to other ideas
- Be prepared to change
- Listen to understand
- Speak to be understood
- Start from a place of agreement and move slowly into areas of disagreement
Communication Methods

- Be PATIENT
- Distinguish between the person and the behavior
- Only make the promises you can keep
- Be proactive – don’t just say it – do it
- If you have offended – take the initiative
- If you mess up – admit it, apologize
- Forgive but don’t forget
- Agree on limits, expectations, rules and consequences
- Let natural consequences teach responsible behavior
- Involve people in meaningful work
Three Natural Communication Mistakes

- Advise before understanding
- Attempt to rebuild relationships without changing attitude
- Assume good relationships and good examples are enough
Political Savvy

- Cultivate the worker bees (custodians, secretaries, etc.)
- Avoid negative remarks (publicly and privately)
- Have data to counteract disagreements
- Listen to what your detractors are saying and not saying
- Never be late to a meeting
- Always read all info before a meeting
- Dress to your supervisors' level but not above
- Always address elected officials by their titles (especially in public)
- Find out the best way to communicate with supervisors (make appt., drop by, etc.)
- Never be somebody’s “boy” because there is always a new somebody
Your Personal Action Plan

- Research an internal position years before the opening might occur
- Seek education, certification and training
- Document (In your file: your accomplishments, training, kudos, etc.)
- Ask for feedback from any who are in the position to know
- Embrace Technology
- Find out what your boss’s issues are and make them yours
- Take on extra now – before the promotion
- Build a network of people you trust and who trust you
- Set goals and chart your progress
Congratulations – you’ve been promoted – now what?

- Stay Organized
- Expand your learning
- Expand your network
- Set goals and chart your progress
- Develop a personal and team vision & mission
- Increase your level of service and accountability
- Walk your own talk
- Know that someone is always watching
- Increase your collaborations
- Develop your team
- Make the best decision for work more important than being right – for everyone
Principle Centered Leaders are.

- Life Long Learners
- Service Oriented
- Have Positive Energy
- Believe in Others
- See Life as an Adventure
- Are Synergistic
- Regularly Exercise Self Renewal (physical, mental, emotional, spiritual)
Ways to Become More Principle Centered

- Be Proactive (monitor and seek self improvement)
- Begin with the End in Mind
- Put First Things First (do the right thing at right time)
- Think win/win
- Practice and Encourage Compromise and Loyalty
- Continuous Improvement Prevents Burnout and Breakdown
Leading a Meeting that Works

- Plan the agenda, the deadlines, and time of meeting. Attach minutes and deliver to all people at least 8-14 days in advance.
- Confirm location 2 weeks out and the day before, purchase and supplies 2 days before.
- Arrive 30 minutes before, post signs, open doors, lights on, coffee made.
- Start on time.
- Welcome all participants.
- Stay on topic, encourage quiet participants, manage monopolizes.
Supervision When You Are the Boss

- Be Objective
- Know your Foreman, superintendents
- Require Documentation and Know your Facts
- Maintain Control
- Make Decisions
- Know All of your Collective Bargaining Agreements
10 Characteristics of a Servant Leader

- Listening
- Empathy
- Healing
- Awareness
- Persuasion
- Conceptualization
- Foresight
- Stewardship
- Commit to Growth of your People
- Building Community/Culture
SYNERGY

Definition:
Working of two or more things, people or organizations, especially when the result is greater than the sum of their individual affects or results

- COOPERATION + TRUST = SYNERGY
SYNERGY in ACTION

Cooperation
Clear mission, vision, goals, policy and procedures give a clear picture of what is expected.

Trust
Consistent policy application, open communication, focus on task – not personalities, positive and immediate conflict resolution, honest and sincere effort creates trust.

Synergy
When trust and cooperation come together you have a dynamic environment for public service.
What will YOUR staff say about you?

- My supervisor or someone at work seems to care about me
- At work, my opinions seem to count
- The mission/purpose of my organization makes me feel my job is important
- My co-workers are committed to doing quality work
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Thank You
for your time and attention

Linda Walter
Clinton Township Parks and Recreation