

## Member's Quarterly

Winter 2019 Edition

### President's Message

## Reimagining Management

*Leadership traits for the future*

I like to hear what business thinkers and futurists have to say about the workplace and the manager of the future. With the exception of new technology and shifting desks around, or getting rid of them all together, there's really not much new. It's kind of the same stuff that most business gurus have been saying for years. The challenge, as always, is to keep up with the pace of change and stay true to your core beliefs that have helped you achieve your current success.

So, having been around people management for quite a long time and being in the advice-giving business, here are my few tips for reimagining management in the future. Spoiler alert: You may have heard some of this before.

### Be a leader and not just a manager

Leaders don't just move the furniture around — they create the environment to build new additions to the room. Leaders earn the trust and respect of their employees first and then they can direct them forward. A leader guides and inspires others and they clear the path so that employees can follow. They know that their success depends on making other people successful as well.

### Don't be afraid to go first

A true leader is someone who is not afraid to go first. That might mean actively demonstrating a new behaviour, supporting a piece of technology or embracing new ideas. When you go first, you tell the others that it is okay to follow, to try it out for themselves. The modern manager cannot simply order and delegate. They have to lead from the front and show their employees that it really is safe to jump into the pool.

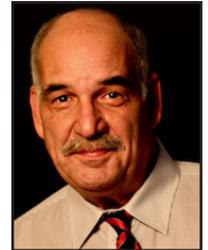
### Use technology but don't let it become your master

We don't need to become experts at every new technology that comes along but we do have an obligation to be open to new ways of working. Some of us can remember days when there were no desktop computers, let alone laptops and tablets. The phone was securely anchored to your desk. Technology allows us to work faster and from anywhere we choose. Just don't let that new freedom become a trap where you are at work all the time. Learn to turn it off.

### Be the feedback you want to see in the world

The great managers of tomorrow will be very similar to the great managers of today. They will listen to their employees and they will give feedback and encouragement on a regular basis. We can do that through e-mails or text messages but the best feedback is always delivered personally. A smile, a thank you, a recognition for a job well done or even a suggestion to do better are best given in real time and not virtual reality. These types of actions and the managers who practice them will never go out of fashion.

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