

The DUTY MANAGER'S TOOLKIT

The EFFECTIVE MANAGEMENT of STAFF

**Mike Shuff F.Inst SRM (Hons)
ISRM Training Academy Ltd**

The DUTY MANAGER'S TOOLKIT

EFFECTIVE: striking; powerful; remarkable.

MANAGEMENT: administering the concerns of business

STAFF: stick or pole used as a weapon.

a group of persons carrying out the functions of a business

The DUTY MANAGER'S TOOLKIT

- EFFECTIVE:** influencing other people to get your job done.
- MANAGEMENT:** the balance between control, initiative and accountability
- STAFF:** all those specialists who make things happen!

The DUTY MANAGER'S TOOLKIT

What's the current role
of the Duty Manager?

CARETAKER?

**MEMBER OF THE
"MANAGEMENT TEAM"?**

HOLDER OF RESPONSIBILITY?

The DUTY MANAGER'S TOOLKIT

Does that mean, that you

are the KEY HOLDER?

SIT IN ON
MONTHLY MEETINGS?

have a PROPER JOB?

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Over the years, the Leisure Manager has become a Leisure Accountant and Statistician.

The Duty Manager has subsumed many of the responsibilities of management.

The DUTY MANAGER'S TOOLKIT

- Risk Assessment
- Maintenance
- Customer management
- Staff leadership & training
- Child protection
- Small item budget control
- Programme development
- and many, many etc's

The DUTY MANAGER'S TOOLKIT

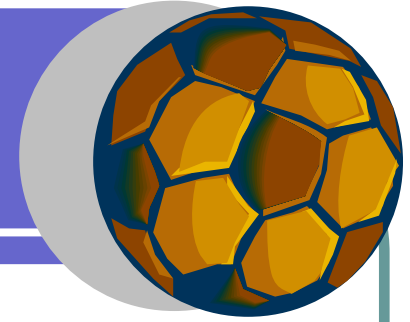
If the role of the Centre Manager has changed so much, the role of the Duty Manager has had to change with it.

I wonder how much it will change over the next couple of decades, because you are going to be part of that change!

The DUTY MANAGER'S TOOLKIT

- **Teamwork**
- **Leadership**
- **Motivation**
- **Communication**
- **Achievement**
- **Commitment**

Teamwork what about it?



Howard

Van de Saar

James

Niemi

Kahn

Bartez

Dudek

Banks

Chec

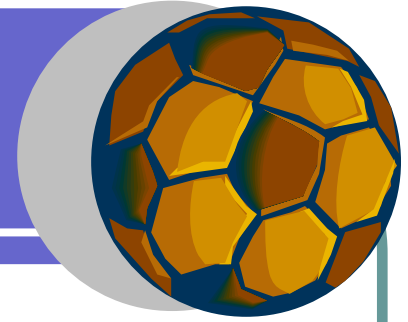
Cudicini

Robinson

Substitutes:

Henry; Van Nistelrooy; Owen;
Drogba; Rooney; Ronaldo.

So what?



A team full of overpaid prima donnas (ballerinas), doesn't necessarily produce success.

Every team needs a leader!

Leadership skills

Simple!

Getting people to meet your requirements (standards) because they want to, not because they are told to.

How do you do it, then?

Setting yourself up as an example

Make sure people know what you want of them.

‘Bigging up’ as well as ‘slagging off’

What **MOTIVATES** people?

- money?
- job satisfaction?
- friendship?
- their social life?
- ambition?
- something else?

What **MOTIVATES** people?

- **Recognition - by you, of other people.**
- **Giving people a sense of their achievement.**
- **Working with colleagues, not enemies.**
- **Developing the people around you, so that they can fulfill their potential**

NOBODY TOLD ME!

The GREAT EXCUSE!

Or is it?

**How good are we at
communicating?**

..... and that includes listening!

I DID IT!

**Can you say
“THANK YOU” or “WELL DONE”
to a member of staff, as if you mean it?**

Is this the Role Play now?

YEAH! WHATEVER!

“The Customer is Always Right!”

“The Customer is King or Queen”

**Try believing that at 9 o'clock on a Friday
night!**

HOW ABOUT

“The Customer has the Right to be Told when THEY are WRONG!”

Could you do that?

Can you be sincere with Customers?

SINCERITY IS

**It's not just what you say,
it's the way that you say it!**

**Give your full and undivided
attention, and show interest.**

SMILE ??????

Let's Get Real

You can't smile and speak at the same time - especially if you are dealing with a complaint!

Managing is all about **APPLYING** good theories into a practical situation.

IN SUMMARY

We have to be able to give our Duty Managers, and potential Duty Managers, these skills; advice and support.

Once they have them they must be allowed to practice them!

IN SUMMARY

That is the aim of the
**SUPERVISORY
MANAGEMENT
CERTIFICATE**