

7 THINGS *NOT* TO DO

A GUIDE FOR FIRST TIME MIDDLE MANAGERS



You're killing it at what you do and proved your value.



So much so that you've landed that new job or promotion that has you leading a team.



The hardest part should be over, right?

Here's 7 things to avoid PLUS ideas for action that'll help you start developing high performing teams *without stress and burnout.*

1. Being an Individual Contributor

This is the most important mindset shift you'll need to have once you start leading a team. You're now expected to deliver on goals that effect an entire department. **Begin by pulling yourself from the individual contributor mindset to a higher-level problem solver and advocate. Learn how to effectively delegate.** Setting expectations, providing clarity, and accountability is your new daily focus.

You're the boss now so your team should conform to the way you like to communicate, right? Wrong. **Start by discussing preferred communication channels and set cadences for 1:1s, team meetings, and project status check-ins.** Think of this as whatever product or service you're selling – if it's easy the customer will buy. If you make it easy to get & give feedback how and when your team needs it, they will produce results.

2. Communicating *Your Way*



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3. Creating Systems In Silos

You're the SME, so it'd be reasonable to revamp and replace all the processes and roles of the team with what's worked for you before, right? While this maybe true, before leading a team your view was through a lens of limited scope. You likely had little to no oversight on roles and responsibilities and how it ties all together. **Start by asking questions and examine friction points to gather a holistic view of the teams' efforts before making hard & fast operational decisions.**

I know, I know you're thinking the devil is in the details, right? And it still is, only your role is no longer to figure out how to handle each of these details. Think of your role as one of a clockmaker, and your team members are the gears, pendulums, & chimes. They're experts at their own functions, and its up to the clockmaker to ensure all the parts work together to sell the clock. **Start by giving your team the opportunity to work on the details & the autonomy to deliver on what they do best.**

4. Focusing on the Details

5. Avoiding Difficult Conversations

What you were able to avoid as an individual contributor, won't fly now. Letting things go for fear of upsetting a team member because work is still getting done can work for today, but you need a long-term strategy. **Start each conversation with a "benefit of a doubt" mindset. Point out issues and use it as an opportunity to ask if there is something you can help with or support in some way.** Remember you set the tone for the team and open communication conveying resources and support is crucial for individualized performance.



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6. Doing It Yourself

We've all done it. What'll take 20 minutes to explain you can do in 2 minutes, so that's more efficient, right? Sure, in the short term. But when you want to make an impact and be viewed as a top people leader, you're in it for the long game. **Taking the time now to grow and mentor your teams will drive high performance and elevate your position in the leadership game.** Plus – you'll soon have more time to focus on strategic and revenue driving activities charting your team on a course for exponential success.

Your time of neediness is over. You are now serving your teams; they are not serving you. **Start by providing structure, expectations, growth opportunities, and accountability frameworks that'll set the team (and yourself) for up success.** Welcome to your new role of Mentor! Ensure you're regularly advocating for resources, removing roadblocks, and conveying appreciation.

7. Stating Your Needs Over Your Teams'

Ready to Transform Your Middle Managers to People Leaders?

If your business is ready to start accelerating productivity AND **save time and money** by **investing in your greatest asset** (your people), let's connect to discuss how I can help your organization achieve its goals.



Go to ForTheMiddleAcademy.com to Schedule an Exploratory Call

MEET YOUR COACH



Jen Silva Boucher is a communications and marketing expert with 9 of her 20 years in corporate successfully developing high performing teams. Leaning into her Psychology degree she provides middle managers with repeatable practices and systems designed to elevate team performance, improve clarity, raise accountability, & increase productivity: *saving your business time and money.*

