



# I Made It to Management – Now What?

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# OBJECTIVES

- ▶ Leadership vs Management
  - ▶ Define and describe
  - ▶ What role do you have and how did you get there?
- ▶ Managing Human Capital
  - ▶ People are the same, yet different
  - ▶ Give them what they want and need
- ▶ The Most Important Skill we Practice the Least
  - ▶ Communication
- ▶ Time- Is It Your Enemy Or Your Friend?
  - ▶ The Art of the To Do List
  - ▶ Make Your Calendar is Your Best Friend



# How Did I Get Here?

## WHOSE IN THE ROOM?

- Were you hired in as a manager?
- Did you get promoted?
- Are you a volunteer?
- Do you have a defined role as a manager?
- Do you just love your program so you do whatever is needed to be done?
- Are you a manager because no one else would do it?
- Do you have no idea?





# Management vs. Leadership

*Leadership is a Product. Management is an Ingredient.*

## What is the Difference?

- ▶ Management: The skills required to manage people and resources to deliver a product or a service.
  - ▶ Disciplined and Structured
  - ▶ What you do
- ▶ Leadership: The skills required to engage with people and persuade them to follow you and your vision.
  - ▶ Intrinsic and Theory
  - ▶ How you behave

## Why do We Care?

- ▶ Can you be one without the other?
- ▶ Can your organization have a leader without a manager?
  - ▶ Management without leadership will be fine in a culture of compliance and order. This works if people didn't have to interact or work on the same projects.
  - ▶ Leadership without management can lead to chaos.
- ▶ Best organizations have both. They can be different people!

# Managing Your Greatest Asset (no it's not your herd)



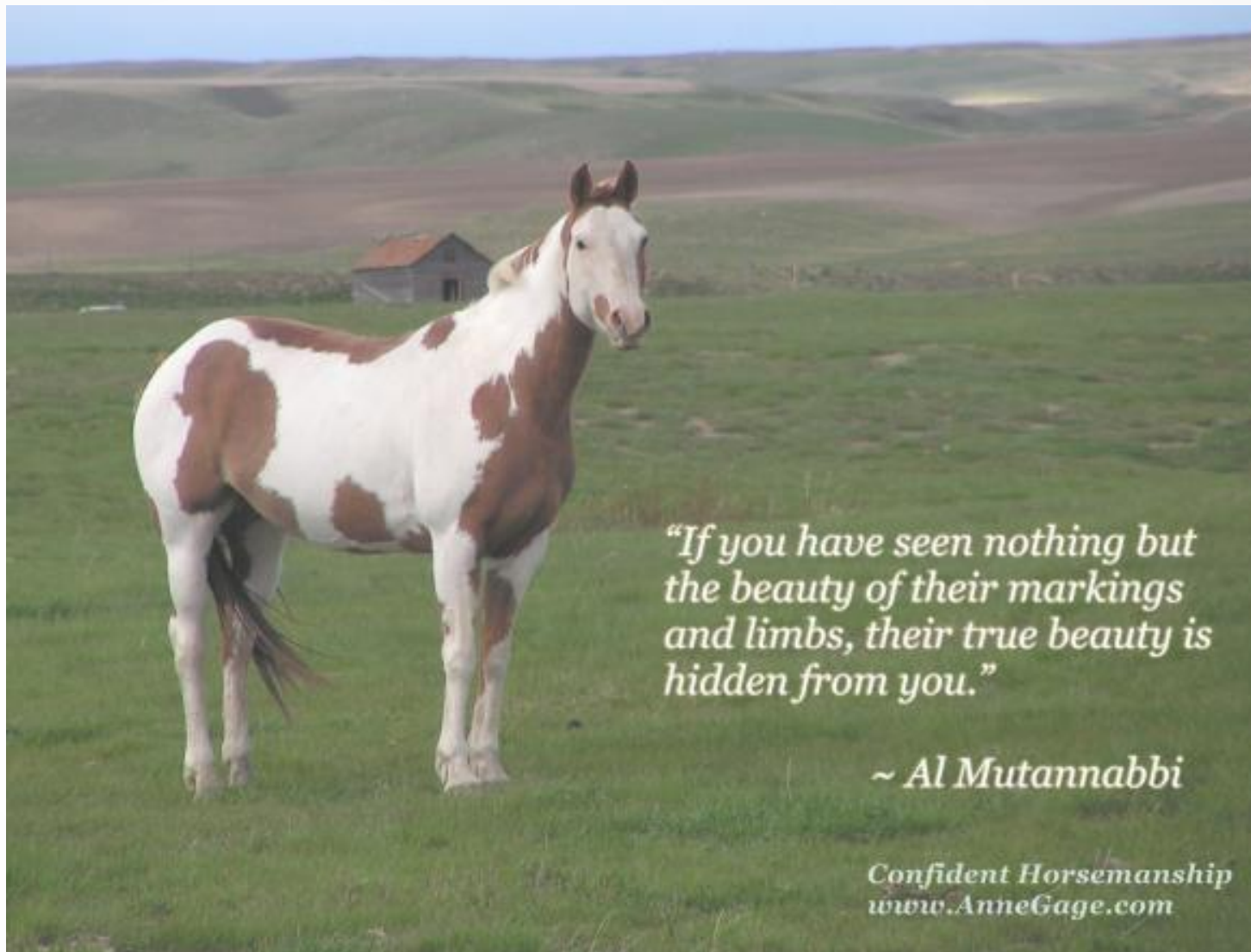
# There's One in Every Herd

- ▶ Why can't everyone just get along?
- ▶ Why don't they understand what I am asking them to do?
- ▶ Why does she/he drive me nuts?
- ▶ Did I upset her again?
- ▶ Herding Stallions!
- ▶ Can I just go groom a gelding instead?



# First Is To Understand

- Who are you?
- What do you need?
- Who is your staff?
- What do they need?
- What are these differences?
- How do we work together?

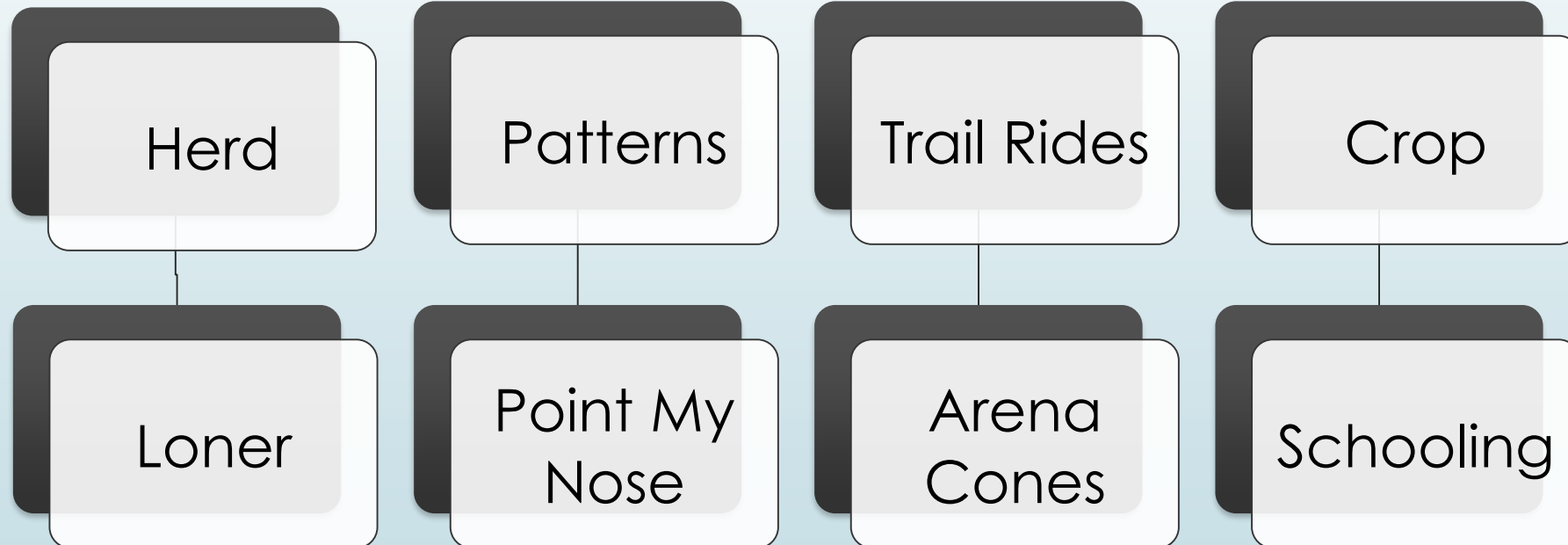


*“If you have seen nothing but the beauty of their markings and limbs, their true beauty is hidden from you.”*

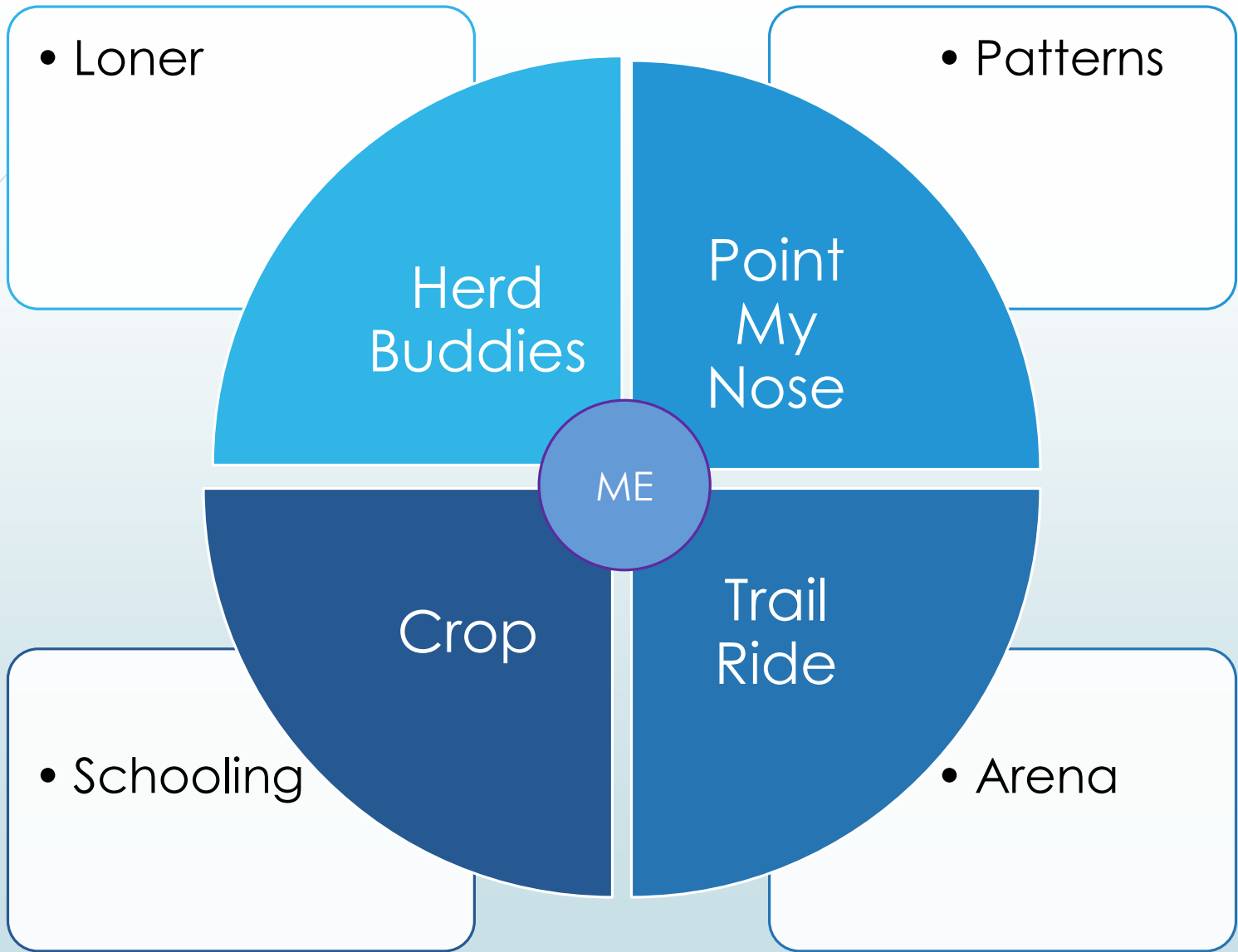
*~ Al Mutannabbi*

*Confident Horsemanship  
[www.AnneGage.com](http://www.AnneGage.com)*

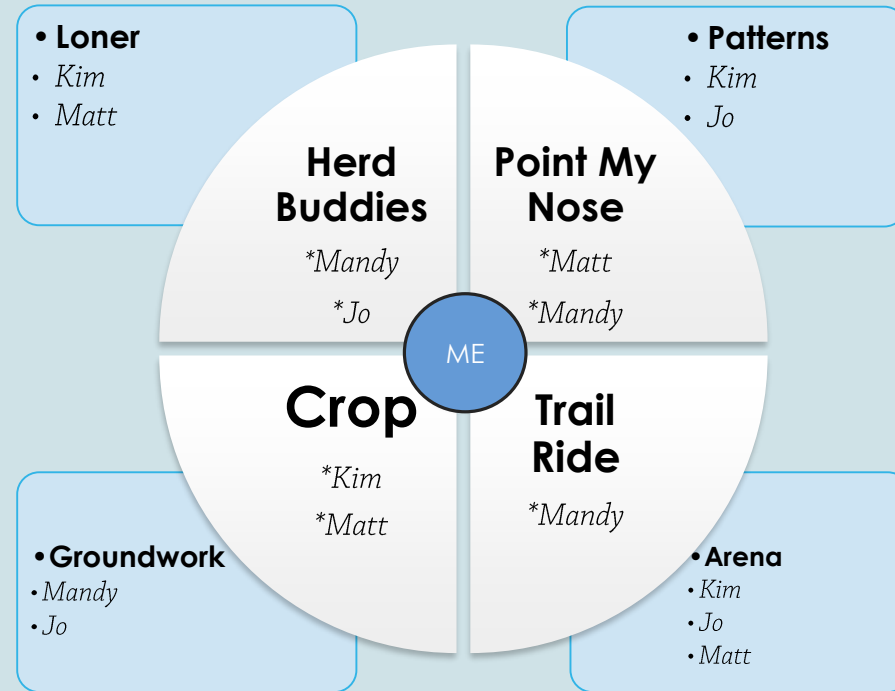
# Who Are You?







## Who Are They?



- What categories do each of your staff fall into?
- Where do you overlap?
- Where do you differ?
- Who do you get along with the best? The least?
- Which staff work well together?

# GIVE THEM WHAT THEY NEED BASED ON WHO THEY ARE

- ▶ Recognize
- ▶ Adjust
- ▶ Situations
  - ▶ Projects
  - ▶ Praise
  - ▶ Training
  - ▶ Tasks
  - ▶ Teams
- ▶ Conflict
  - ▶ With You
  - ▶ With Others

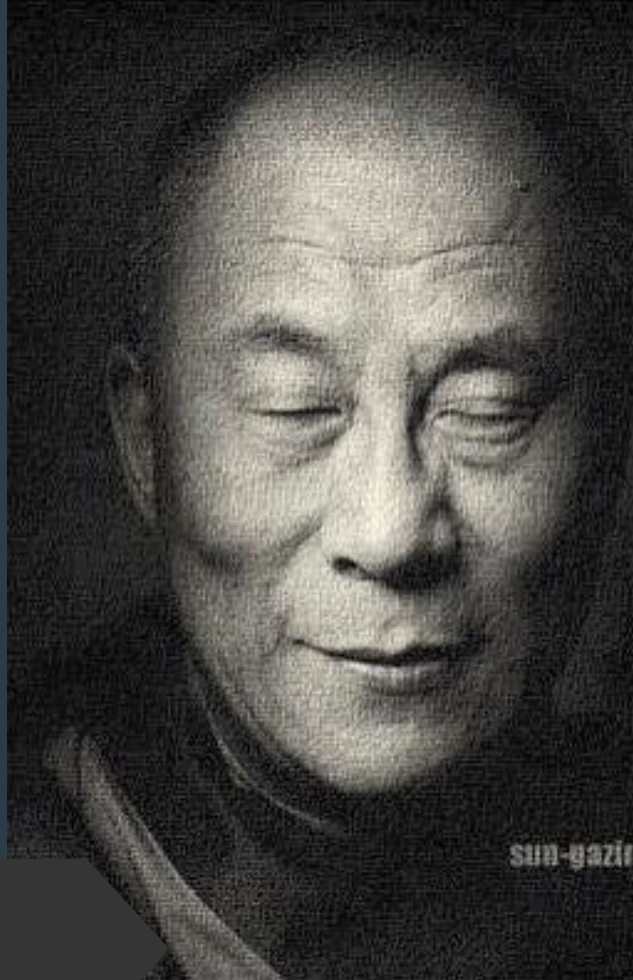
Focus on Their Strengths  
Rather than Their  
Weaknesses



The riders  
hands are  
not to  
control  
the horse  
but to feel  
the horses  
thoughts.

# The Key to Communication

Is to Listen



**When you talk, you are  
only repeating what  
you already know. But  
if you listen, you may  
learn something new.**

[sun-gazing.com](http://sun-gazing.com)

- Dalai Lama

**A zoologist was walking down a busy city street with a friend. In the midst of the honking horns and screeching tires, he exclaimed to his friend, "Listen to that grasshopper!"**

**The friend looked at the zoologist in astonishment and said, "You hear a grasshopper in the middle of all this noise and confusion?"**

**Without a word, the zoologist reached into his pocket, took out a coin, and flipped it into the air. As it clinked on the sidewalk, a dozen heads turned in response.**

**The zoologist said quietly to his friend, "We hear what we listen for."**



**Horses will run into battle,  
with out a care  
But a grasshopper,  
will scare them..**

@barrelracinghq



## WORDS

We process 125–250 words per minute as they are being communicated to us.



We form thoughts at 1000–3000 words per minute.

# Keys to Effective Listening



POWER OF NOW



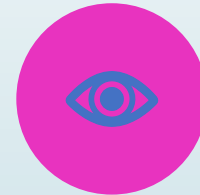
LISTEN WITHOUT  
SELFISHNESS



LISTEN WITHOUT  
THINKING



ASK TO  
UNDERSTAND,  
NOT TO EXPLAIN



HEAR WITH EARS  
& EYES



LISTENING  
SANDWICH

**Horses can't talk  
but they can speak  
if you listen.**

[www.handyhaynets.com](http://www.handyhaynets.com)

'Influence others by becoming interested in them and their needs rather than telling them YOURS.' Daley Carnegie

"The deepest urge in human nature is the desire to be important." John Dewey, American Philosopher



photo by Rachael Emma Bone





# Time Management

Make Time Work for You

I'm late, I'm late  
for a very important date.  
No time to say hello, goodbye,  
I'm late, I'm late, I'm late!

A dark blue arrow points to the right from the left edge of the slide. Below it, several thin, curved lines in shades of blue and grey sweep across the left side of the slide.

# Tips to Get it All Done

- To Do List
- Schedule It
- Turn It Off
- There is NO Such Thing as Multi-tasking
- Close the Door
- “Not Today”
- Know Yourself
- Plan to Plan

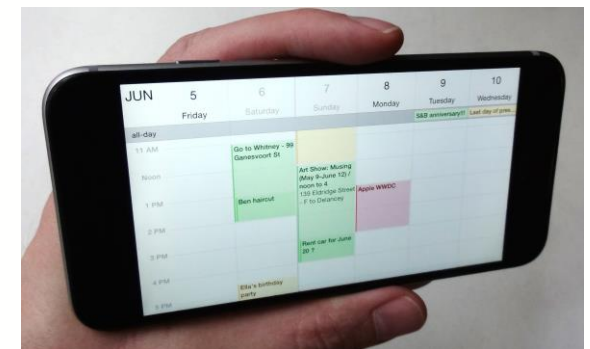
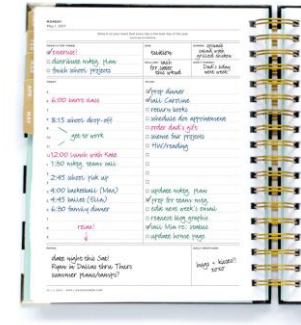
# More than a List

- Pick Your Medium
  - Paper, Excel, App, Dry Erase
- List for the Week
- List for EACH DAY
  - Do it the day before if you can
- Categorize
- Prioritize
- Time
- Delegate
- Deny
- Delete
- Done
- **NOW SCHEDULE!!!!!!!!!!**

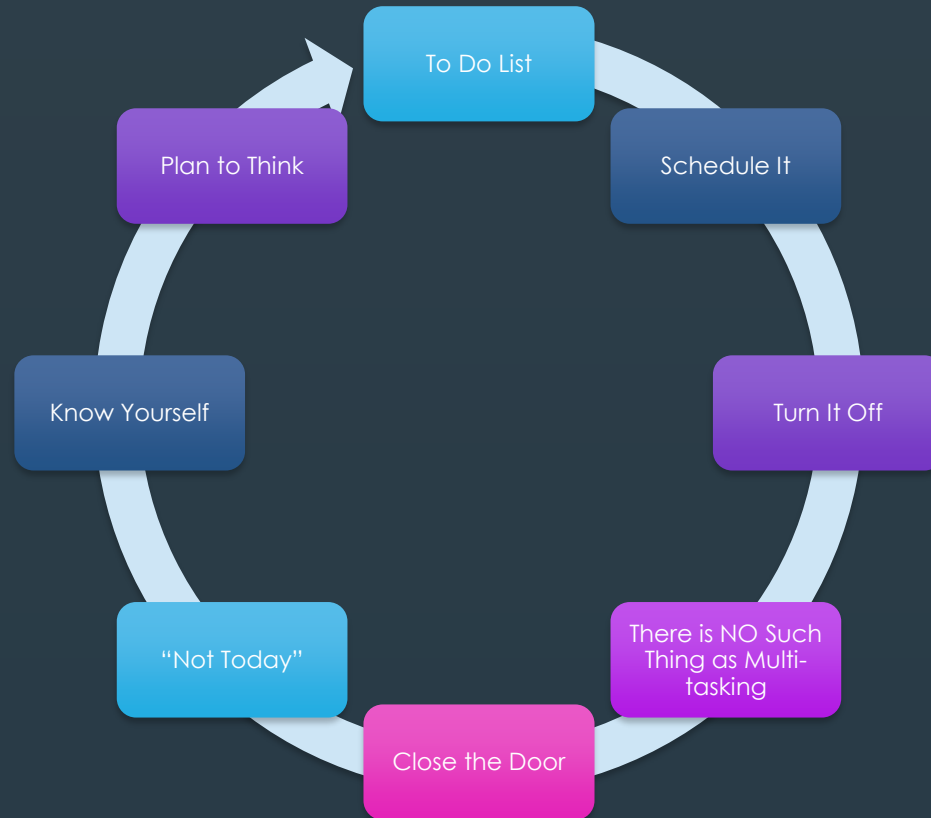


# SCHEDULE

- ▶ Set Hard Time Appointment First
- ▶ Each Task from your To Do List is an Appointment (when is best)
  - ▶ Add details. Contact info. Attach Email. Use Notes.
- ▶ Set Length of Time
- ▶ Set Reminders or Alarm
- ▶ Recurring Appointments
  - ▶ Weekly Goals
- ▶ Appointments Can be Moved BUT Not Removed Unless Re-categorized
- ▶ Set Breaks
- ▶ Set Rewards
- ▶ Use Notes & Tools within



# Tips to Get it All Done

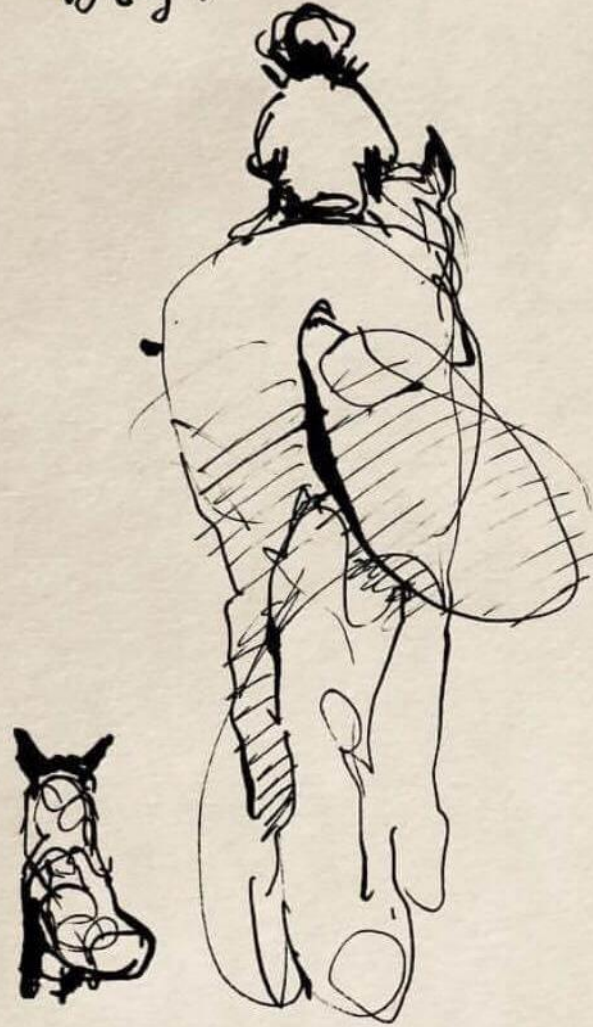


# Questions/Ideas Staff Training

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■ ARTIST: CHARLES MACKESY

"What is the bravest thing  
you've ever said?" asked  
the boy.



"Help," said the horse.