

THE ABC'S OF MANAGING OTHERS

High

WILL

Desire or excitement to do a task, confidence

Low

Coach - B's

- Invest time upfront
- Create a risk-free environment to allow early mistakes
- Relax supervision as will and skill improve



Direct - C's

- First build will (motivate, future vision), then skill
- Share ownership and accountability
- Supervise more closely, with clear deadlines

Delegate – A's

- Provide autonomy to do the work
- Encourage ownership and accountability
- Take appropriate risks



Motivate - B's

- Provide autonomy to do the work
- Encourage ownership and accountability
- Take appropriate risk

Low

High

SKILL

Ability to do a task (experience, training, understanding of own roles and responsibilities)