



Quanticate

The Clinical Data Experts

The Good, The Bad and The Ugly styles of Line Management

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The Clinical Data
Science Conference

Our Values: Quality • Trust • Care • Respect • Honesty • Transparency

Our Services: Biostatistics • Clinical Programming • Clinical Data Management • Medical Writing • Pharmacovigilance • Consultancy

Introduction



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Line Manager



Good



Bad/Ugly

Agenda

- What is a line manager?
- What makes a line Manager the best they can be? (Good skills)
 - Line managers having the flexibility to adapt to new techniques
 - Maintaining a positive relationship with your line report
- What is to be avoided? (Bad skills)
- Modern ways: Virtual line management

What is a Line Manager?

- “Line management refers to the management of employees who are directly involved in the production or delivery of products, goods and/or services. As the interface between an organisation and its front-line workforce, line management represents the lowest level of management within an organisational hierarchy.” Wikipedia



What makes a good Line Manager?



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- Leadership
- Communication
- Trust
- Pro-active
- Adapt approach per line report



Leadership

- Inspire, motivate, empower and support
- Respect
- Bring out their potential and help towards their goals i.e. Promotion
- Look out for the best interests of your employee



Communication

- Listen, be approachable and make time for them i.e. Don't put work before line report
 - Show appreciation
 - Be empathetic
 - Be able to talk about both personal and work issues
- 
- An illustration showing the profile silhouettes of two people, one in blue on the left and one in orange on the right, facing each other. Between them is a large, colorful brain composed of numerous small icons representing various aspects of life, work, and technology, such as a camera, a smartphone, a heart, a gear, a lightbulb, and a newspaper.



Trust

- Virtual environment, change for work visibility and presence
- Don't micro-manage, or be over-bearing
- Honesty and transparency
- Have clear, realistic expectations from both sides



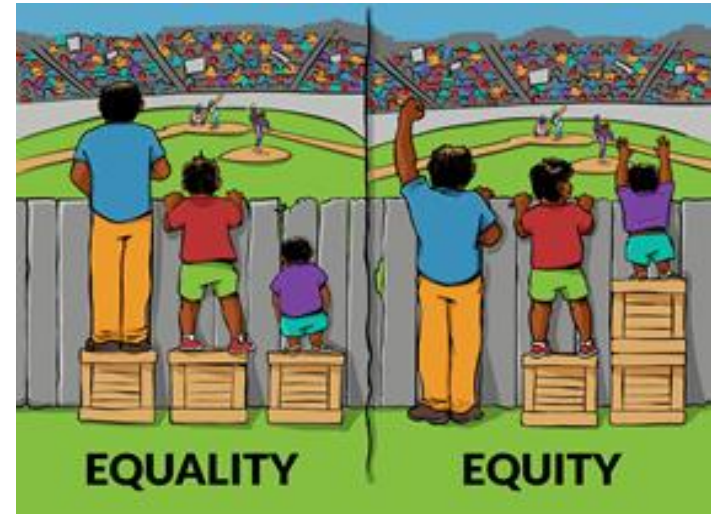
Being Pro-active

- Efficient in resolving issues/problems
- Don't be silent
- Put aside your ego, beliefs



Adapt approach

- Isn't the most fair practice one of equal treatment?



Adapt approach

- Individualise your approach
 - Everyone is different
 - Some require more support
 - Some are less forthcoming about their struggles/problems
 - Some would benefit more from face to face meetings



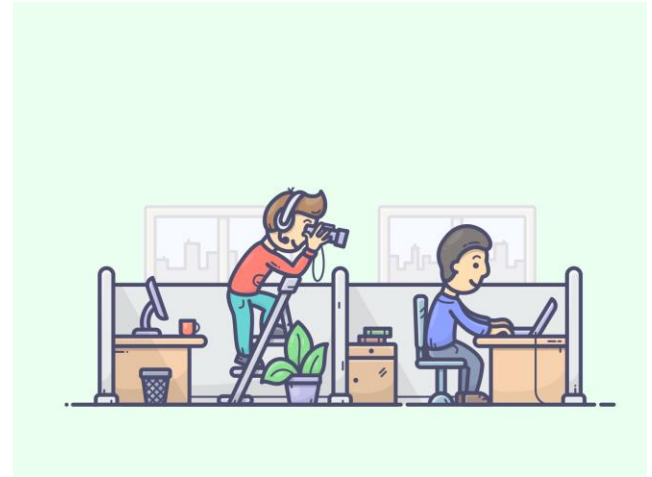
What benefits do we see from good line management?



- Happier employees are more productive, creative and create a more pro-active environment
- Appreciated employees will work harder as they feel valued

A bad or shall we say ugly technique

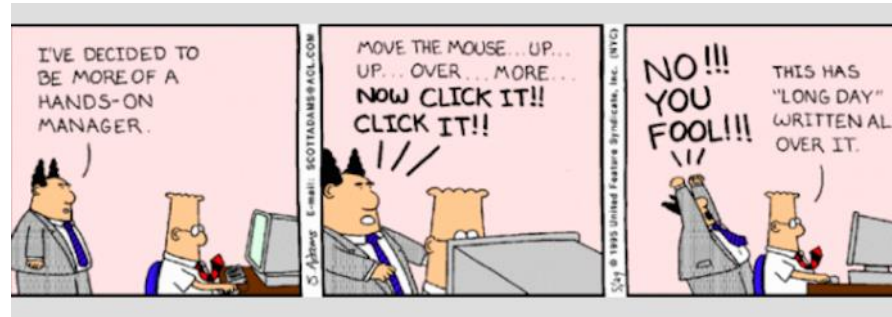
- Micromanagement
 - “Micromanagement is a management style whereby a manager closely observes and/or controls and/or reminds the work of their subordinates or employees. Micromanagement is generally considered to have a negative connotation, mainly because it shows a lack of freedom in the workplace.” Wikipedia



Micromanagement



- Why do people do it?
 - They want to feel more connected with lower-level workers
 - They feel more comfortable doing their old job, rather than overseeing employees who now do that job
 - Fear



Micromanagement



- 7 signs
 - Not seeing the wood for the trees
 - Every task needs approval
 - An obsession with constant updates
 - Difficulty delegating
 - The need to be cc'd into every single email
 - Over complicates instructions
 - The belief that no one is else is capable



Enough negativity, let's turn this around

Managing a micromanager 👍



- Take immediate steps to deal with it in order to mitigate the damage they are doing to people, their productivity and ultimately the company itself
- Managing micromanagers takes tact and careful thought
- Possible for business leaders to show guidance and a little tough love to set micromanagers on a new path where they focus on becoming a positive rather than a malign influence

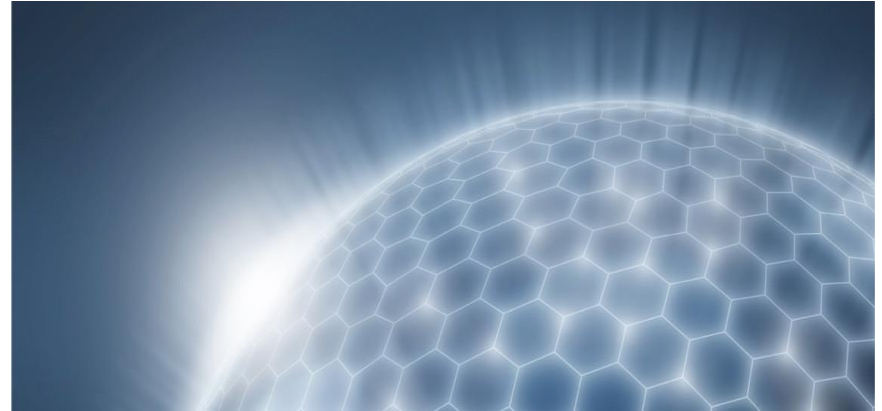
Modern ways

- Virtual line management
 - One style of Line Management that has come to the fore over the last 18 months is Virtual line management, this is a different approach to work visibility and presence



Modern ways - Virtual line management

- The new ‘virtual world’ that many of us have experienced over the last year has had an impact on the wellbeing of employees
- A few strategies to combat this change:
 - Communication is key
 - Listening
 - “CAMERAS ON”



Virtual line management – Good strategies

- A 'Good' conversation
- Honesty and transparency
- Consider both physical and mental health



Virtual line management – Good strategies

- Additional local support
- Line management selection
- New line management training





If you have any questions then please email either:

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Thank You

{CODED TO CARE}