



Apply 'best practices' for your people strategies

Text by Rita B. Allen

MANAGEMENT

In today's marketplace, the only constant is change. The ongoing challenges of business conditions and global imperatives require organizations to recognize their human capital as their major competitive advantage.

Every company has the ability to develop and implement talent management initiatives that are aligned with their organizational culture and linked to their business goals and objectives.

Retaining talent, developing strong leaders and building a pipeline for the future are vital to the success of every organization.

Sound and effective management practices are at the core of determining a business's ability to thrive and succeed.

What are some best practices that enable managers to create and reinforce this type of environment?

The term "best practices" is often used to provide benchmarks and guidelines for how to most effectively achieve a specific outcome based on reputable procedures that have proven to be successful.

It can be very difficult to focus on a handful of best practices when it comes to discussing general management practices since there are many variables to take into consideration.

There are, however, some management basics that are absolutely necessary when it comes to managing people, open communications and working relationships.

1. Capitalize on and leverage your

strengths – seize opportunities that allow you to utilize your talents and partner or delegate to minimize limitations.

2. Assess your emotional intelligence – develop the four dimensions of emotional intelligence: self-assessment, self-management, empathy and relationship management. Building inner strength is the foundation of good leadership.

3. Prioritize actions daily – stay focused on goals, objectives and deliverables. Clarity and prioritization is critical for effective execution of required tasks, actions and objectives. Make room for the unexpected and maintain flexibility to adjust priorities as business needs dictate.

4. Negotiate and collaborate – don't avoid conflict. Keep level-headed and engage others. Assess and apply the five conflict management modes of competing, collaborating, compromising, avoiding and accommodating, as appropriate.

5. Determine appropriate balance between managing up, down and across – and do so mindfully, thoughtfully and deliberately.

6. Be clear about roles and responsi-



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bilities within your function and team. Assess regularly and adjust as needed. Ensure team members comprehend connection between team goals and their daily activities.

7. Set the tone for your team – act in behaviors that others will emulate. Create a positive culture by walking the talk. Establish and reinforce the appropriate norms, behaviors and values for your team with your actions.

8. Determine similarities and differences in personalities of your staff, colleagues and management – identify needs of each individual and embrace differences.

9. Solicit input and keep an open dialogue – communicate with your team, peers and managers. Be the role model for effective and dialogic communications at all levels.

10. Step up to the plate – be present! Hold yourself responsible. Individual accountability leads to mutual accountability.

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