Awesome Management: Pointing Your Employees in the Right Direction

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What is Management?

- *Noun* - the process of dealing with or controlling things or people.

- Management is sometimes defined as “getting things done through others’ efforts.”

- Management is the science and art of getting people together to accomplish desired goals and objectives by coordinating and integrating all available resources efficiently and effectively by planning, organizing, leading and controlling.
Leadership is about people.

Dealing with and controlling people.  
Getting things done through others’ efforts.  
Getting people together to accomplish desired goals and objectives.

Why is people management so important?

The importance of strong people management for business is success.  
Managers need to constantly assess and improve their people management and leadership skills so they can boost their employees' morale, increase productivity and grow the business.
What is the relationship between leadership and management?

**Leadership** focuses on *why* employees are motivated and inspired to get tasks completed.

**Management** focuses on *how* to control employees to get tasks completed.
Leadership focuses on why employees are motivated and inspired to get tasks completed.
Management focuses how to control employees to get tasks completed.

Coordinating and integrating all available resources

- Tasks that are needed to be performed daily, weekly, and monthly?
- Time needed to perform all of the various tasks?
- Meal serving times?
- Number of students served each meal period?
- Time to perform tasks between meal periods?

Based on all of the above

- Number of employees needed to complete tasks for meal preparation, serving, clean up and pre-preparation for following day?
- Ways the menu can be constructed to balance labor intensity?
- Kitchen equipment - preparing menu items efficiently?
Job Descriptions
Important for Managing Employees

• used as a means to communicate expectations
• used as a basis for performance management: lists the responsibilities, required duties and expectations of employees
• describes the skills and competencies that are needed to perform the tasks
• for new employees – can be used as a checklist to help learn about the job
10 key elements of a good job description

• Job summary
• Primary responsibilities
• Secondary responsibilities
• Education and experience requirements
• Knowledge, skills and abilities
• Physical and mental requirements
• Tools and equipment
• Working conditions
• Disclaimer
• Signature
Characteristics of a Good Manager

• My employees know my expectations of them.
• I have staff meetings with my employees on a regular basis.
• I know how to do all of my employees jobs and I know when they are not performing the way they should.
• I know all of my employees abilities and I assign their tasks accordingly.
More Characteristics of a Good Manager

• **Know how to perform employees jobs** – note: they don’t have to perform the task the same way that you do, the outcome should be the same…….

• Do not expect all employees to perform the same – **identify their individual attributes** - assign tasks accordingly…

• **Train the employee** to be the best that they can be – no anxiety……

• Managers focus their attention and efforts on **bringing about successful action**. Successful managers have an urge for accomplishment.
Learn the operation by doing the work yourself

• The more actual experience you have in working the operation, the better you will be in problem-solving when something goes haywire.

• Be a manager who isn’t afraid to get your hands dirty, knows how the kitchen operates, what the cooks are dealing with, the stresses of the servers.

• Talk to your employees about what they do and why they use the methods they use. You’ll gain respect (and knowledge) from your employees and have a better foundation for making decisions that affect them and the customers they are serving.
Management exists because it is an effective means of getting the necessary work accomplished.

Awesome Management takes place when you can point your employees in the right direction!
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