



Guide to Developing Leadership and Management Skills

1. MEASURING AND DEVELOPING A BASELINE

If you haven't measured the current skills of your employees, you won't be able to develop an accurate plan to effectively help them evolve. To see where they fall in the complex balance between leadership and management skills, you must first look at the data. Reviewing key performance indicators (KPIs) will establish the baseline. KPIs are important because they give you a value to compare against your current performance and help you to develop a solution to the shortcomings.

Measure management skills by evaluating results from a [Customer Service Feedback Form](#), and by analysing sales figures and production rates. Helpful sources also include employee feedback, 360-degree evaluations, and performance reviews. In the end, a manager should be able to drive outcomes while fostering a good workplace culture and supporting employee growth. Some traits are more difficult to measure. Leadership is an individualized and multifaceted concept, so measuring effectiveness is challenging. You can use an [Employee Attitude and Satisfaction Survey](#), a [Turnover Calculator](#), and an [Absenteeism Rate Calculator](#) to gain insight into leadership capabilities and shortcomings. Effective leaders foster a positive work atmosphere and building trust with their team, which results in high employee engagement levels and reduced turnover rates.

Measuring KPIs helps organizations set goals and devise strategies. Use the data to see where you need to focus your resources and what changes you should make. Consider using [Consulting Services](#) to administer surveys and help you analyse results.

2. SUPPORTING MANAGERIAL RESPONSIBILITIES

If you discover your leaders require support with managing, having expectations around standard operations of the business is helpful. Management roles carry certain legislative responsibilities, including protecting the health and safety of their employees. Comprehensible policies and procedures allow managers to be more efficient because expectations are clear. Important HR policies include:

- [Attendance Management and Absenteeism Policy](#)
- [Performance Management Policy](#)
- [Health and Safety Policy – Ontario](#)
- [Workplace Violence and Harassment Policy – Ontario](#)

Employee handbooks are a wonderful communication tool to set out business expectations and processes. When people know expectations, this reduces management time and repetitive conversations. No matter your work model, or where your employees reside, you can use our [Policy Manual Wizard](#) to make your manual comprehensive, up to date, and

accessible. Employees can easily reference policies and be reassigned policies when there are updates. This leads to increased efficiency and lets managers focus on the skills that need development.

3. DEVELOPING LEADERSHIP AND MANAGEMENT SKILLS

With a baseline established and clear expectations in place, developing leadership and management skills is key. Training is important, but not the only thing required to develop and evolve talent. Unlike traditional training, continual learning is a process that focusses on education, exposure, experience, and environment.

Education, whether it be face-to-face training or e-learning, is the first method of the continual learning model. Through [Coaching and Mentoring Training](#), [Mental Health in the Workplace for Leaders Training \(Immersive\)](#), [Goal-Setting in the Workplace for Leaders](#), and [Lead by Example Training](#), managers can develop practical leadership and management skills. Education is one aspect of continual learning, but ad hoc training assignments aren't the long-term solution to developing leadership or management skills. The next essential element is exposure, which involves interactions and relationships. Colleague feedback, client interactions, networking, and social media help managers develop. Provide networking opportunities and encourage managers to keep up with industry trends. Practising and receiving feedback promote learning and improvement. To maximize exposure, consider implementing a [Mentorship Program Policy](#) so that managers have the opportunity for mentorship and coaching with strong senior leadership. Provide experience opportunities in the form of stretch assignments, job rotations, and business projects. Finally, provide an environment that supports learning; whether it be tools, libraries, or a business performance dashboard, a supportive environment further helps managers and leaders learn the required skills.

Investing in training and development enables organizations to improve performance, attract and retain talent, drive strategy, and navigate changes. Having people with both strong leadership and management skills are crucial aspects of a well-run organization. Developing your staff benefits all other aspects of your organization. Higher engagement, improved performance, overall organizational success, effective decision-making and adaptability are the result of management and leadership equilibrium. Developing these skills doesn't stop at integration; it's a continual process that grows as you put time and energy into it. Continual learning is worth the investment.

FINAL THOUGHT

Leadership and management are essential skills that go hand in hand. Understanding where your people fall in the complex balance between leadership and management skills is essential to the success of your business. Determine your baseline and meet managers and leaders where their current skills lie so you can create opportunity for development and growth. Education, exposure, experience, and environment all play key roles in creating the ideal balance. With time and commitment, equilibrium and organizational success will follow.

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