



Two Critical Characteristics of a Good Manager

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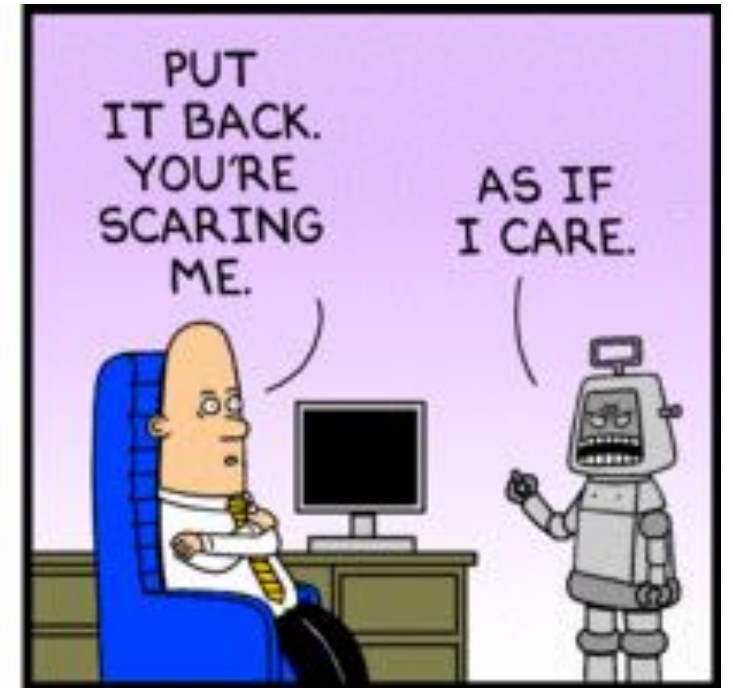
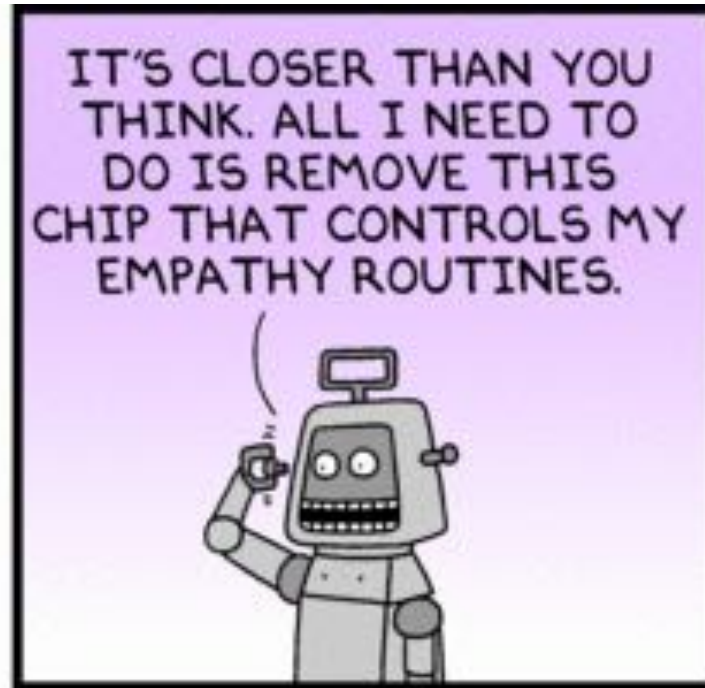
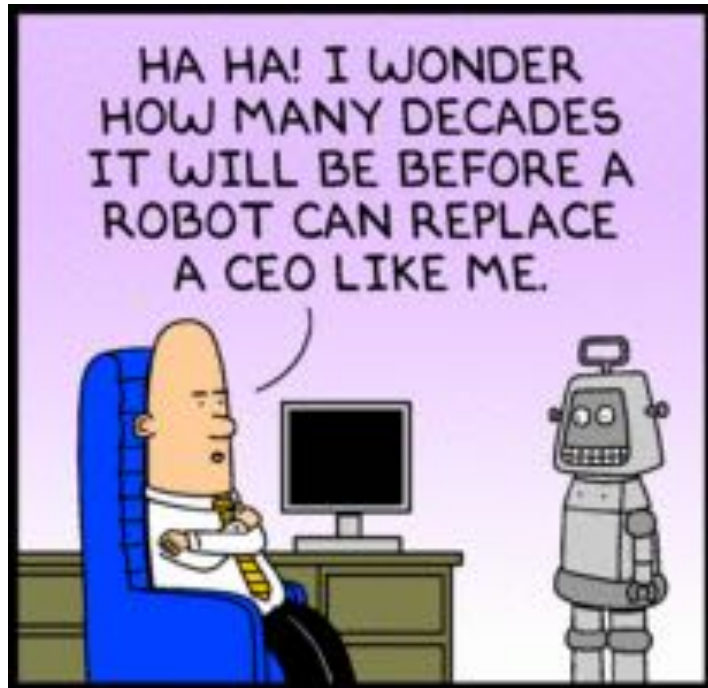
A time to reflect...

What are the two critical characteristics of a good manager?

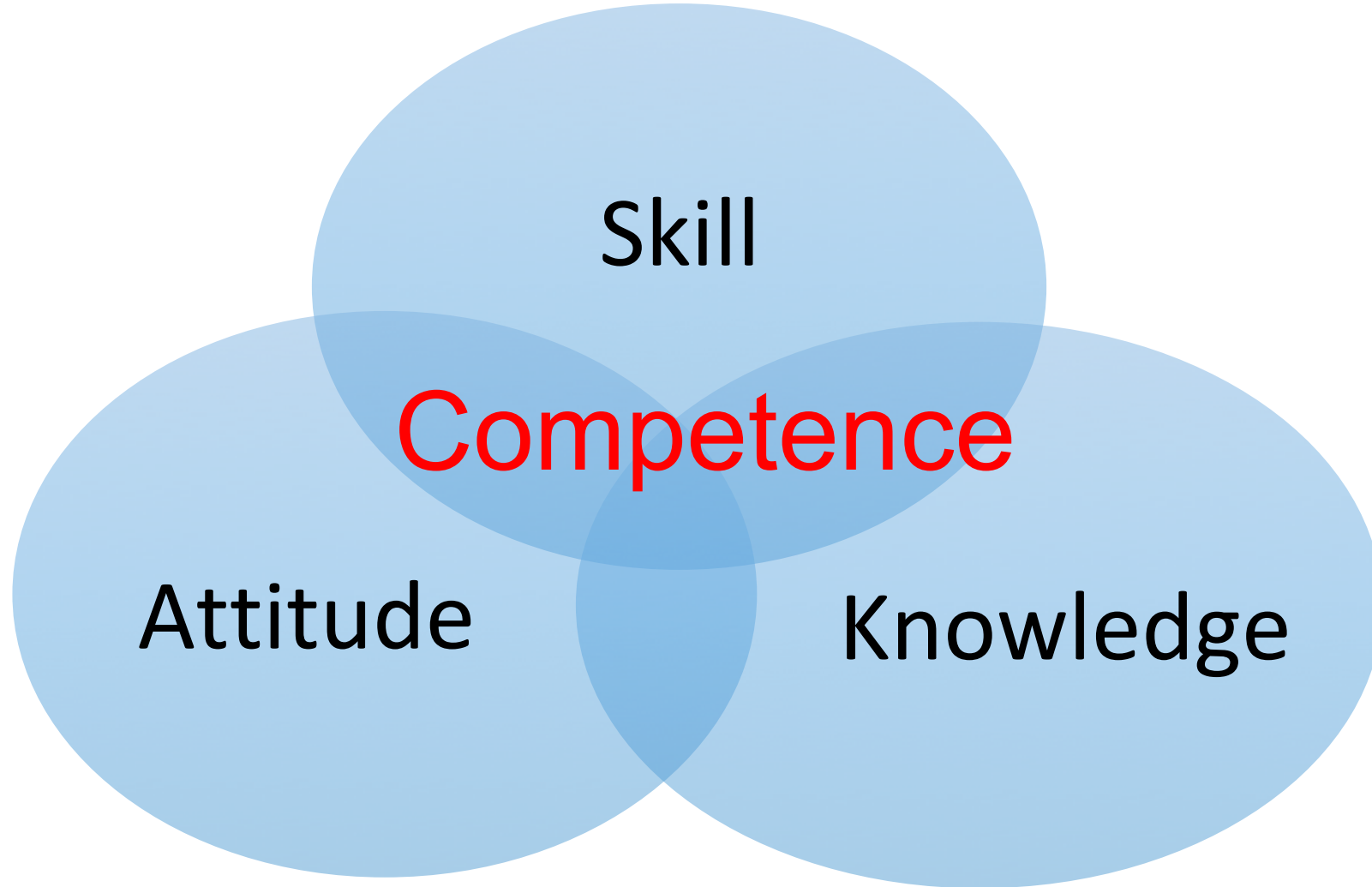
Does your manager have them? Do you?

What really matters?

Empathy?



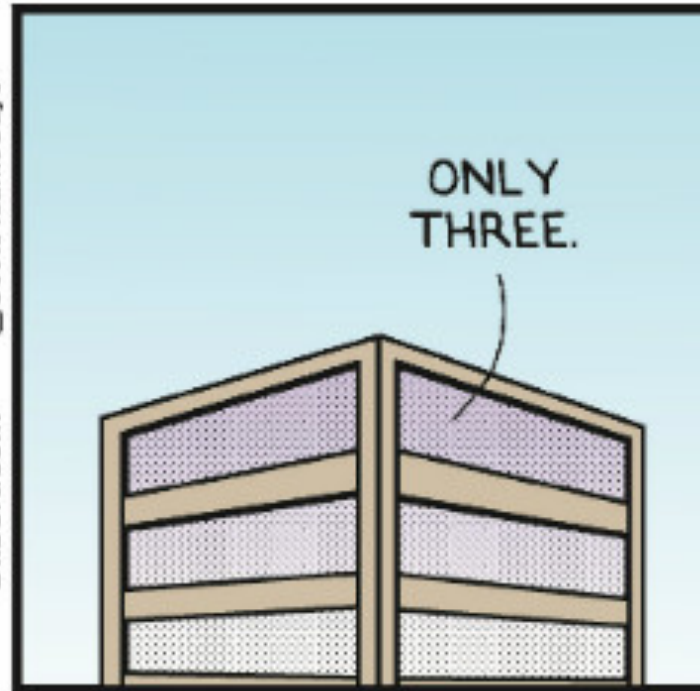
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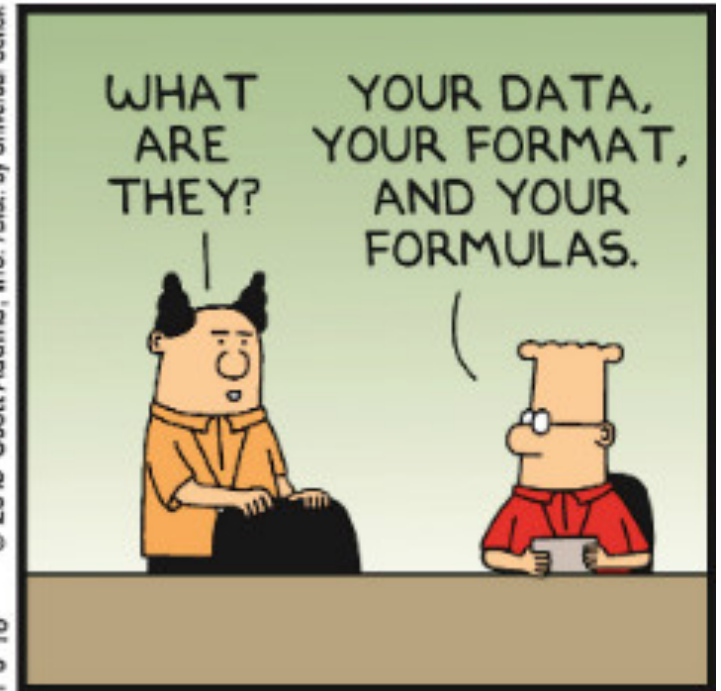
Technically Knowledgeable?



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Can Spell J-A-V-A?

Or can just spell in general?

Subject line of email sent by a Vice President asking for information about the large number of disk failures occurring with a recent shipment of laptops:

“Please report all hard dick errors to me”

From the same VP when asked to present an encouraging message to the QA team... The title on the first slide:

“QA is an exiting place to be”

Brings Food?



All very good traits....

But let's get down to the two most important ones

#1 Consistency

- Creates a secure environment
- Provides the guidelines for interactions
- Sets expectations

“My door is always open....

... except when I’m having a bad day”



Good example



Oh no...

Consistently Bad?

At least you know what to expect!



#2 Honesty

- Sets the standard
- Allows everyone to admit mistakes
- Makes a manager human
- Removes arrogance and entitlement
- Must be consistently honest



Benefits of Honest and Consistency

Works in good times and bad

Let's you know how/when to raise problems

It's comfortable to share successes

You know how to shape your interactions

So Managers....

For everything you say and do...

Are you being consistent and honest?

The ultimate test....

Would you want to work for you?