



## Characteristics of the ideal manager:

1. **Great expectations:** The ideal manager knows how vital it is to clarify expectations and outcomes. Wasted time, wasted resources, and stress can be avoided simply by taking the time to clarify expectations.
2. **Takes initiative:** The ideal manager seizes opportunities and addresses problems without waiting to be told. They understand how far their level of authority goes to avoid taking unnecessary risks.
3. **360° Vision:** The ideal managers are fully aware of what's going on around them. They offer help or assistance when needed, and use their foresight to avoid potential problems. It's not just about looking for what's wrong – it's about looking for and praising what's right, too.
4. **Manages systems:** The ideal manager understands that you lead people and manage systems. Systems define and structure how work is done. Leading people is about culture building, creating a sense of urgency and shared pride.
5. **Let it flow:** The ideal manager works hard at communication and information flow. This includes listening and processing before responding.
6. **Tick tock, tick tock:** The ideal manager understands the value of time and how to manage it.
7. **Guardian of the culture:** The ideal manager is one of the guardians of the company's culture. They get that their personal thinking and behavior serves as a role model for everyone around them. They coach and mentor team members to keep the culture strong.
8. **Shares the load:** The ideal manager manages what's on his or her plate by empowering and trusting others. They understand that trying to be a superhero and do it all is the fast track to burnout. They also understand that empowering others with responsibilities is the most efficient way to build future managers.
9. **Cool under fire:** The ideal manager doesn't feed a crisis or problem – they organize and control it.
10. **Takes time to laugh:** The ideal manager understands that all work and no play create stress and negative attitudes. It's just not healthy to take yourself too seriously. A sense of humor, a smile, and laughter take the work out of work by allowing the real you to shine through from behind that manager title.