

**INTERCHANGE
RESPITE AND SOCIAL SUPPORT
CONFERENCE 2007**

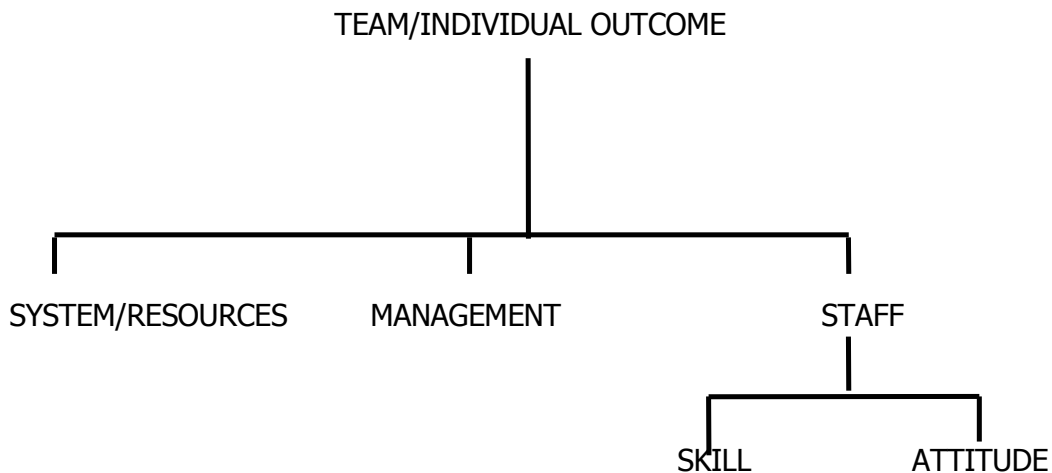
**THE BEST PRACTICE
MANAGEMENT OF
STAFF IN RESPITE
AND SOCIAL SUPPORT
PROGRAMS**

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Best Practice Staff Management Background Notes

While every team is somewhat different in terms of size, requirements, degree of contact with one another and dependence on one another, the fundamentals of team leading remain the same.

As the diagram shows, the outcome for customers or clients of a team's work is the result of the interaction between resources and systems, the skills and attitudes of the staff and the managing of the connection between the system and staff by management from the senior level to team leaders.



There are a number of critical success factors in successful leadership, including the following:

1. The framework or policies, process, procedures and protocols that create the context.
2. The team cultures– which is affected by the team history, the broader culture of the organisation, recruitment, etc.
3. The specific situation each team members is at.
4. The personality – values of the team members and the team dynamics.
5. And of course, the team manager and Senior Management.

Get the team manager right

Effective management starts with self-management. This means ensuring your communications, time management, technical knowledge and skills generally are appropriate and up to date. This not only means self-discipline and focusing on other people but also meeting their reasonable expectations and changing their unreasonable expectations.

Meeting expectations of how you should behave includes respect, trust, showing competencies, providing feedback, listening and communicating generally, and providing clarity and direction. These are all critical to engaging your team and making them feel that you **VALUE** them.

The Team leaders Credibility Index

