



TEKSYSTEMS' TIPS

Management Development: The Key To Building High-Performing Teams



7 Ways To Boost Manager Development

Emily Chung, practice director at TEKsystems Global Services, explains how manager enablement creates thriving, successful teams that are productive, adaptive and innovative.

Management development is pivotal for every company's [digital transformation](#) journey. When you prioritize manager enablement, you will see happier and more productive team members, resulting in greater innovation, [employee retention](#) and business success. A longitudinal study using a massive historical data set showed that companies receiving instruction over 10 years in management training saw overall productivity gains of about 15% to 18%.¹



Prioritize Workforce Development for Managers

Leadership is a skill that requires enablement and evaluation apart from an individual's primary expertise. Whether someone is new or established in management, they may demonstrate success in specific tasks but still lack the experience or leadership skills to make them successful. Companies should ensure all managers have the training, support and resources to [empower their people and drive business growth](#). Managers are the gatekeepers of workplace culture and are instrumental in shaping a strong learning environment.

How do workers define a "bad manager"? This is often described as someone who micromanages and expects unrealistic performance (like working outside of normal work hours) to obtain a promotion. They may also fail to cultivate trust and a sense of support for their team due to a lack of clarity and intent when setting priorities and initiatives. Inversely, workers define a good manager as authentic and honest, demonstrating strong communication with a caring demeanor and motivational approach.² Managing with empathy creates a psychologically safe environment built through transparency and direction for both the individual and the team, allowing growth mindsets to flourish.

82%

of American workers said they would potentially quit their jobs because of a bad manager.²

"Prioritizing investment in managers creates versatile leaders who can adapt to rapid change and lead teams through business ambiguity. Foundational leadership skills are key to building a culture where team members flourish—motivated to continuously learn and grow their abilities."

—Emily Chung | Practice Director, TEKsystems Global Services

7 Tips To Enable Managers To Lead Successful Teams

- 1 Prioritize emotional intelligence.** Fostering an environment of psychological safety and trust is foundational to establishing a high-performing team. To achieve this, a leader must be aware of their emotional intelligence (EQ) level and know the triggers and impacts of those on their team and for different situations. Prioritize the need for EQ in management to nurture and build trust across the team.
- 2 Promote self-care.** Hidden stressors from home life can hinder your resilience and impede workforce development / manager enablement. It takes self-awareness and acknowledgment of your humanity to communicate in positive ways. Create space for your mindfulness and authenticity to enable greater patience and empathy for your team.
- 3 Build camaraderie with other managers.** Managers need an ecosystem of support from colleagues and peers to encourage learning in a safe environment where you can connect through similar experiences. This could look like in-the-moment help from a colleague before having a courageous conversation with a team member. Try a collaborative tool like MS Teams or Slack to create private, manager-only groups for safe sharing and support.
- 4 Seek constructive feedback.** Find ways to get feedback from your team, your peers and your leaders. Make feedback visible—along with your plan and actions to address feedback. Be a model for the behaviors you seek from your team when searching for and receiving feedback.
- 5 Offer democratic, collaborative approaches.** Phase out old hierarchical leadership styles that are autocratic and power-driven by creating an actionable change management plan that focuses on the shift toward a collaborative framework. A democratic framework facilitates more effective decision-making via diverse perspectives.
- 6 Evolve your workplace with the right partnership.** HR managers and workforce development leaders should seek a training partner who embodies empathy, accessibility and authenticity. Their capacity to accommodate businesses of all sizes should include a breadth of pragmatic experience to support managers at any leadership level or cultural maturity.
- 7 Be tactical in how you enable your managers.** With little free time, it's hard for managers to ensure adequate follow-up with their team after activities such as training or after an important corporate message comes out. Give managers simple and clear actions to complete with their team to reinforce the skills learned and drive connection between company goals and the team and individuals' work.

“ Establish relationships with team members as ‘humans first.’ Let them get to know you and your triggers and vice versa so when times get tough or busy, managers can feel free to be directive as needed, and the team assumes positive intent because trust was built from the beginning. ”

—EMILY CHUNG

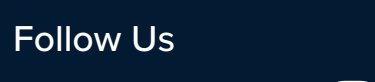
Sound, strategic management and coaching are the foundation of a thriving workplace.

Balance empathy with accountability to build a strong rapport with your people and cultivate high-performing teams. Set the example from the top with manager training programs to show that continuous, lifelong learning benefits everyone and brings fresh perspectives.

Are you looking for a partner to help develop management and employee retention strategies?



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Sources
¹ [Do Manager Training Programs Boost Companies' Productivity?](#) Kellogg School of Management at Northwestern University
² [Horrible Bosses: Are American Workers Quitting Their Jobs or Quitting Their Managers?](#) GoodHire