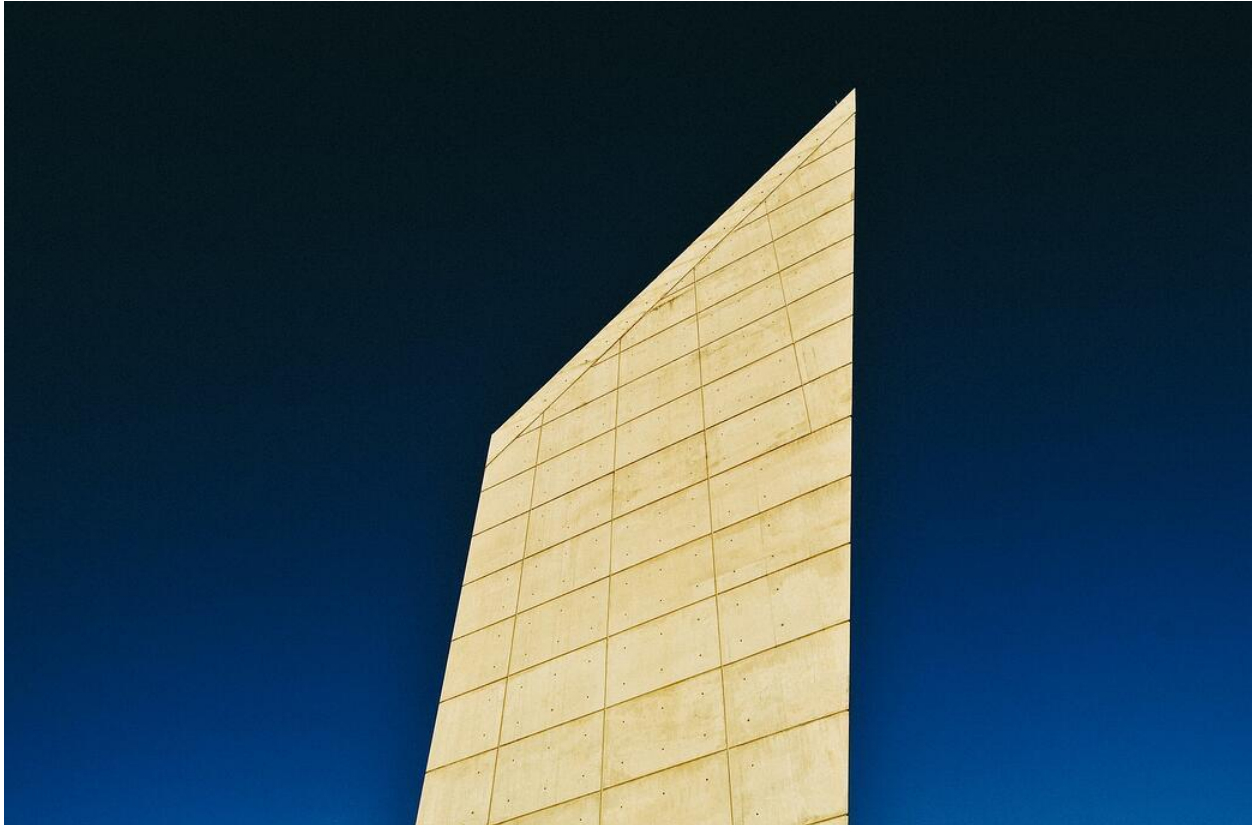


Equip New Managers for 5 Common Challenges

HR Today | Lauren Parkhill | February 09, 2022



PROVIDE SUPPORT FOR NEW MANAGERS AND FIRST-TIME TEAM LEADS

With employee resignation still a looming challenge to HR and business leaders, accelerating into staffing and retention mode is of primary importance. Many organizations are likely hiring new managers or appointing new managers from within.

With their new responsibilities and roles, newly appointed managers will need support along the way to help them reach their full potential. Here are a few of the most common challenges we've seen and suggestions for how HR and L&D pros can equip new managers to overcome them.

LEADING PEOPLE THAT WERE ONCE PEERS

Communicate early and often about the change in role—what the new responsibilities are, the chain of command, and when the change is taking place. Don't leave team members in the dark about when the new manager begins their responsibilities or what it means to each member of the team. This is especially important as many new managers will likely be leading remote teams.

Make sure the teams are bringing their questions or concerns best addressed by the manager, to the new manager. Build up the new manager to the team and encourage the new manager to keep moving forward.

DELIVERING CONSTRUCTIVE FEEDBACK

Provide guidelines or a framework for delivering feedback. Act as a sounding board for the new manager to practice delivering the feedback and provide suggestions on how it could be made more clear or helpful. You could also choose to send your managers through a course that teaches communication skills or the fundamentals of management, where they will cover [what feedback should \(and shouldn't\) look and sound like](#).

AVOIDING FAVORITISM

If a peer becomes a manager, previous friendships can be tested or give the appearance of showing favoritism. Encourage a new manager to spend time with each of their direct reports, equally, and get to know something about each one. Make sure they are booking regular 1:1s (virtual or in-person, depending on the situation), they are visible on a shared calendar or messaging service to the entire team, and they are expected. Managers can also use their team budget to provide each member a [DiSC® assessment](#) and bring in a facilitator for a virtual or in-person team session to focus on getting to know each person's preferences, communication style, and needs.

SETTING CLEAR DIRECTIONS/GOALS

Create standards and hold all of your managers to the same standard (i.e., goals set by a specific date, use the same format for all goals set, etc.). Help managers cascade the goals down from the top so everyone is working towards the same goal or priority and each team member understands how they contribute to the company's big-picture goals and strategic plan.

MANAGING THEIR TIME AND RESPONSIBILITIES

Communicate the importance and power of delegation to free up time to do other work and provide the team with opportunities to learn new skills.

Encourage the manager to have calendar time in their day to catch up on emails, have conversations with their team, and task their projects. New managers can easily find themselves overwhelmed with many new responsibilities, but learning to utilize their time and team properly is a great asset to both their professional development and their teams.

The success of our new managers comes back to how we have prepared and continue to support them in this journey, so make sure to check out the blogs and resources below for more ideas.