



TMMHRA

Cornerstone Skills for Managers™

**The Essentials Skills Every High-Performing
Leader Needs**



TODAY'S JOURNEY ...

Module



WHY DO WE NEED CSM™?

Module



WHAT IS CSM™?

Module



CSM™ TENETS



Module 

WHY DO WE NEED CSM™?



Consider this...



To mitigate Promotion Risk...



You know when you have a rockstar IC and you promote them...
and then they struggle...?



Because in the end what does that cost us?

Let's see what it costs us...

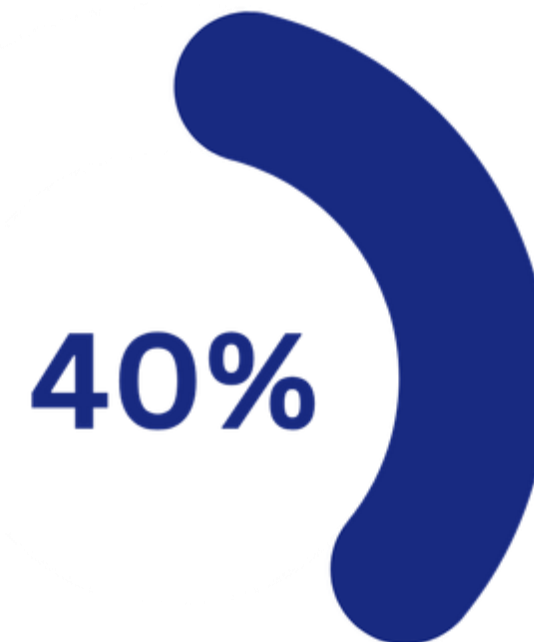
WHY DOES THIS MATTER?

Let's talk numbers...

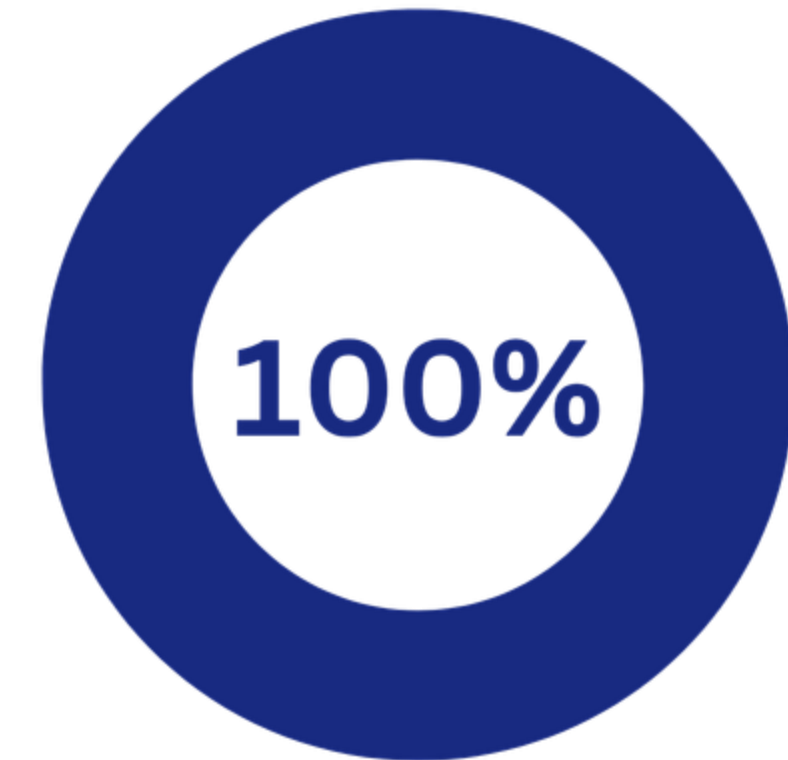
**Individual Contributor
Utilization Rate**



**Leader
Utilization Rate**



**Real
Impact**



**Key Takeaway: How much productivity are your managers leaving on the table?
Every hour, every day, every week, every month...**

Module



WHAT IS CSM™?



WHAT IS CSM™?



Collection of constructs shown to be highly related to high performance



Based on Organizational Psychology and 20+ years in the real world



Adopting the Leader's Mindset



Time Management for Freedom



Delegating with Purpose



Coaching for Performance



Collaborative Communication

Module



CSM™ TENETS



The Leader's Mindset

Building the mindset for leading others.

WHAT IS THE LEADER'S MINDSET?



Self-Awareness

Visionary

Growth

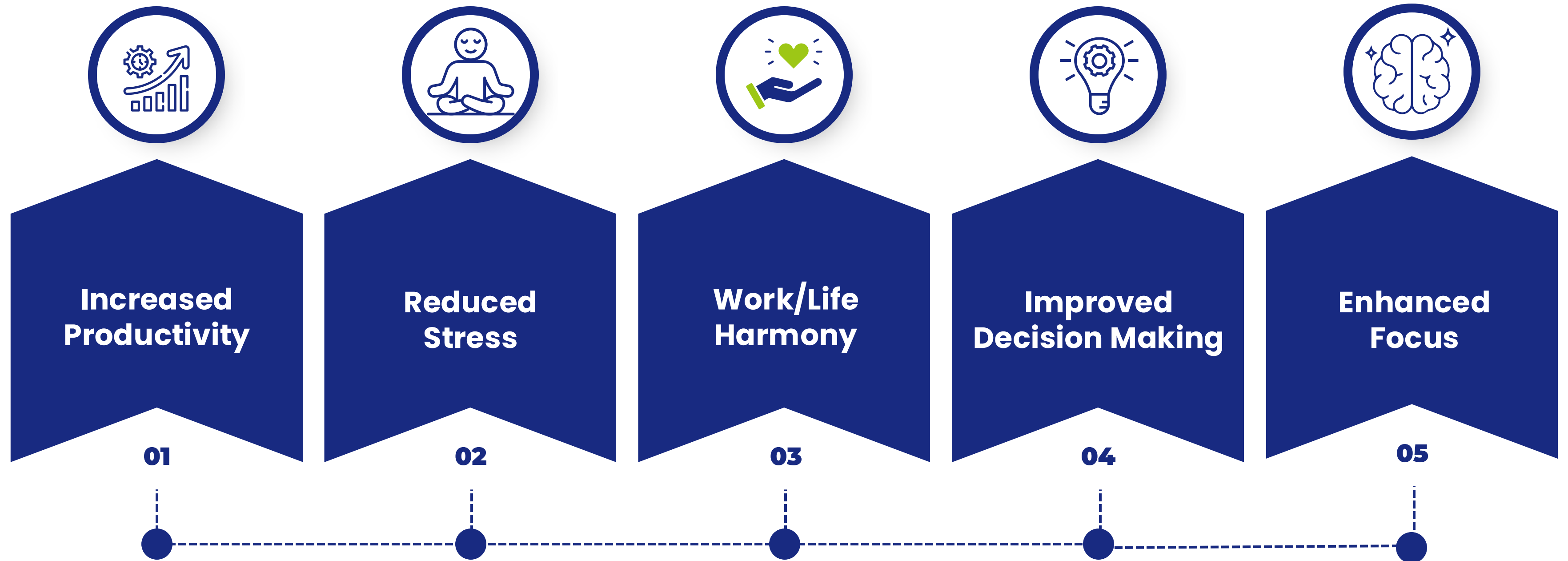
Emotional Intelligence

Resilience and Adaptability

Time Management for Freedom

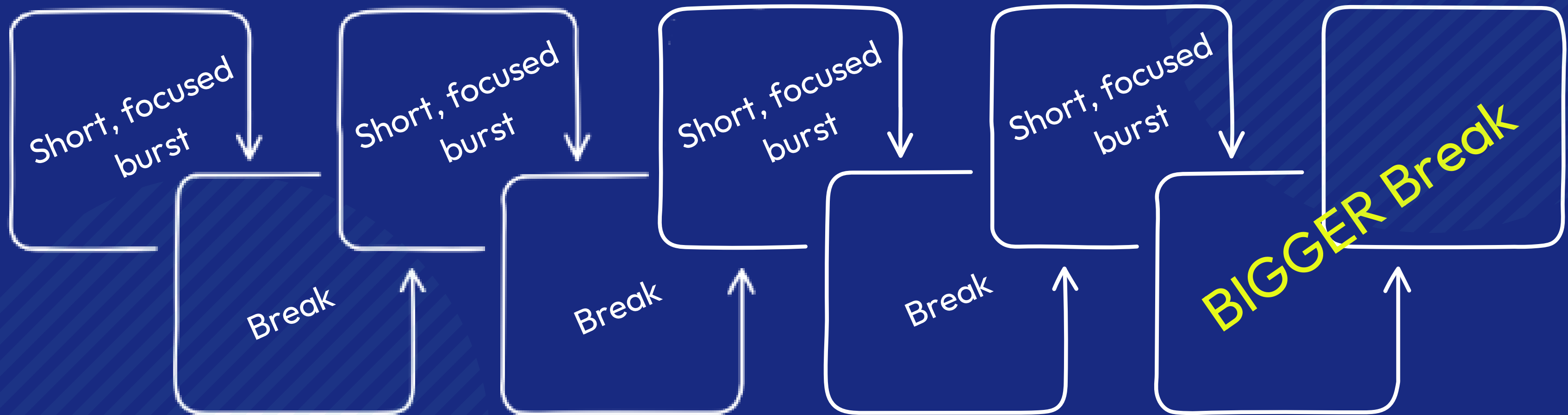
Creating Time and Space Vol. 1

ADVANTAGES OF EFFECTIVE TIME MANAGEMENT



Key Insight: Being able to effectively manage your time is not a nice-to-have; it is a FOUNDATIONAL skill needed for growth

Pomodoro Technique



Key Insight: Being intentional with your time like this makes a HUGE difference

EFFECTIVE TIME MANAGEMENT TECHNIQUES

TIME BLOCKING

Schedule specific blocks of time for different tasks or activities.

Each block is dedicated to one task.

Helps ensure that you allocate time for important tasks and reduce distractions.



EAT THE FROG

"If it's your job to eat a frog, it's best to do it first thing in the morning."

Tackle your most challenging task first.

Reduces procrastination and boosts a sense of accomplishment early.



3-MINUTE RULE

If it takes less than 3 minutes to complete,

JUST DO IT.

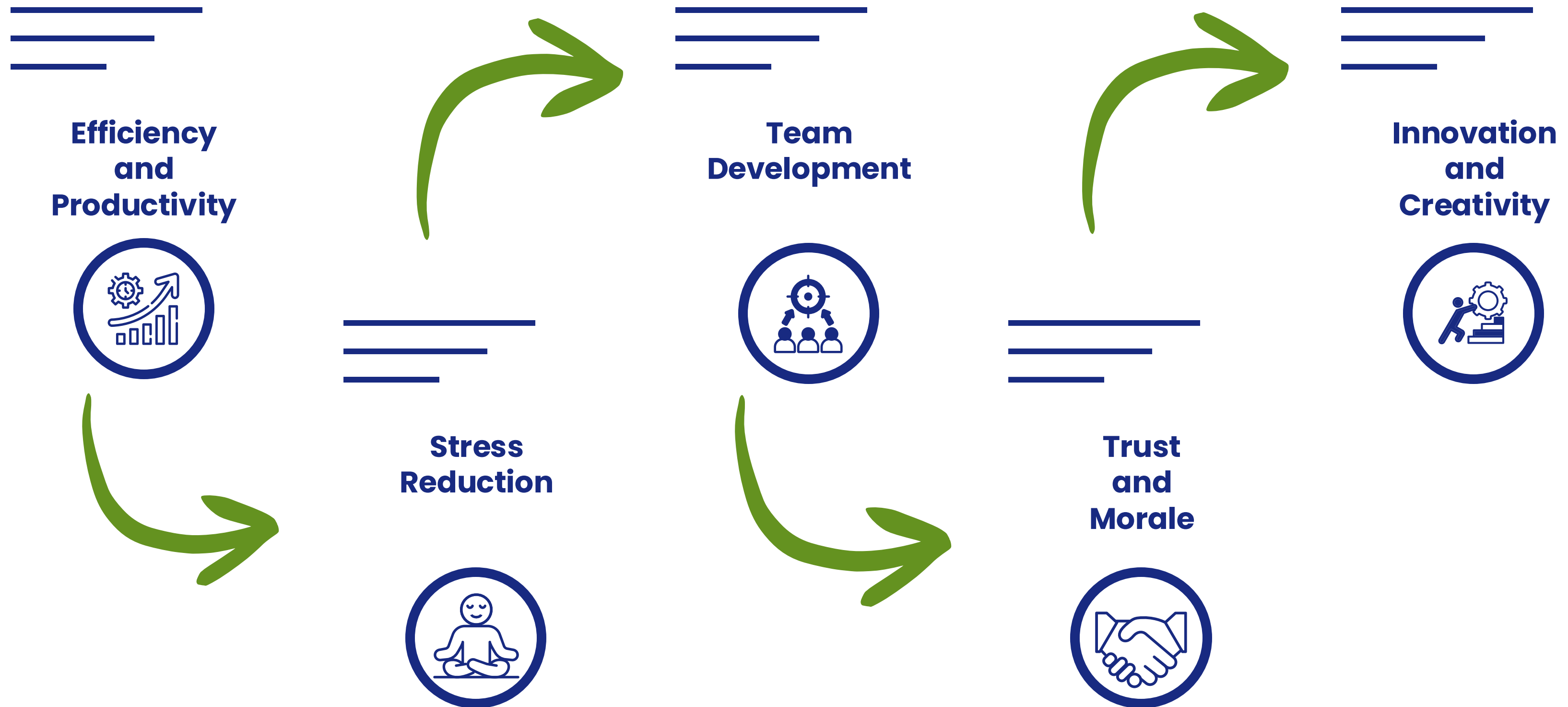


Key Takeaway: Use as many or as few techniques as is needed to get better!!

Delegation with Purpose Coaching for Performance

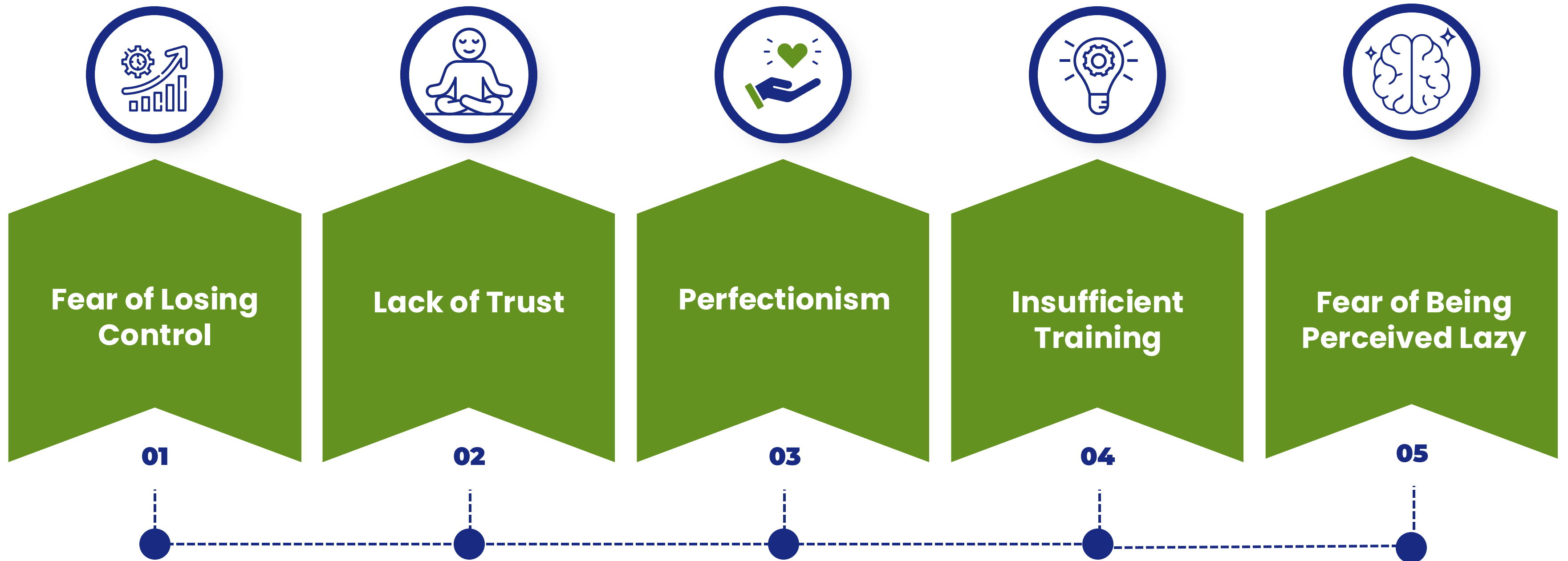
Creating Time and Space Vol. 2

BENEFITS OF EFFECTIVE DELEGATION



Delegation is a STRATEGIC TOOL: Use it to GROW your people, your teams, and your organization!

DELEGATION STRUGGLES



None of these are reasons not to delegate to your teams

STEPS TO EFFECTIVE DELEGATION



Delegation is a STRATEGIC TOOL: Use it to GROW your people, your teams, and your organization!

COACHING FOR PERFORMANCE

Why should I coach my team?

It's Your Job!

It's an explicit expectation as part of YOUR role performance parameters

Your people deserve that respect

They deserve to be developed as much as you do

It's a very powerful tool

Coaching others creates increased organizational commitment



Key Takeaway: Coaching others is good for them, for you, and your organization!

BENEFITS OF EFFECTIVE COACHING



Coaching is a STRATEGIC TOOL: Use it to GROW your people, your teams, and your organization!

COACHING FOR PERFORMANCE

Effective Coaching starts with ME!



Did I pick the right TASK to Delegate?

Did I pick the right PERSON?

Did I give CLEAR instructions?

Did I show what success should look like?

Did I check for understanding?

Collaborative Communication

ELEMENTS OF EFFECTIVE COMMUNICATION

CLARITY: "what specific details could get lost?"

Use simple, direct language.
No assumptions

CONCISENESS: "was there too much information to remember?"

Prioritize what **MUST** be communicated vs. what's nice to know

COHERENCE: "did the message flow logically?"

Structure your message so that it makes sense. No jumping around between elements

CONSISTENCY: "has the message changed as it traveled?"

Structure your message so that it makes sense. No jumping around between elements

EMPATHY: "how will the listener receive the message?"

Consider the impact of the message on the receiver. Based on who they are, what are they most likely to focus on?

ACTIVE LISTENING: "am I actually listening, or am I just waiting to talk?"

Listen. Stop. Process. Then respond

CHECK FOR UNDERSTANDING: "did they receive the message as I intended?"

ALWAYS close the loop. "Can you summarize what I just said?"

NON-VEBAL: "what is NOT being said, but communicated?"

Use your eyeballs. If someone is "telling" you they are confused, they are confused. Believe them.

WHAT DO I DO WITH ALL OF THIS?

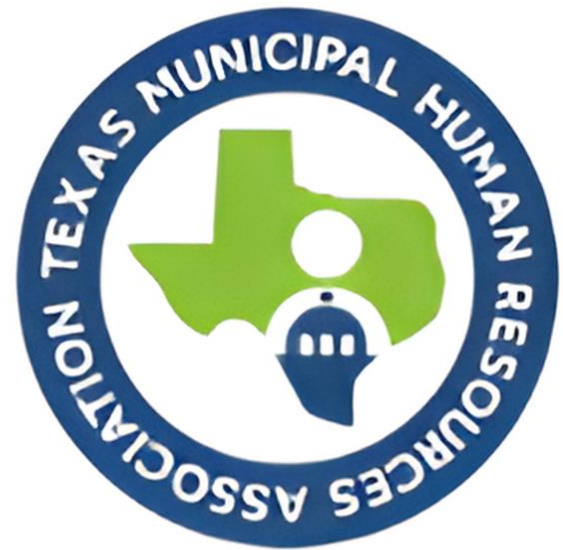
Think about your leaders:

- Are they struggling in any of these CSM constructs?
- Are they as productive as they should be?
- Are their teams as productive as they can be?
- What are YOU currently doing - or not doing - that is contributing to the gap between where they are and where they can be?
- What is that gap costing your organization?

Make sure you are exposing your new and seasoned-but-underperforming leaders to these constructs ASAP!

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