The Age of Millennial Managers: What to Expect?

by Reina Flor A. Castro, Baliuag University

Managers and leaders both play critical but different roles in today's information organizations.

Am I READY to be a manager?

MANAGER and LEADER

Manager is defined as

> "*a person in a position of authority in an organization who is responsible for employing human and material resources to accomplish the organization's purpose*".

Leader is defined as

> "*a person who influences others to adhere to his or her ideas, values, and models of behavior*".

Source: (Information Services Today, 2015)

THE JOURNEY TO BECOMING
A GREAT MANAGER BEGINS TODAY

How do I become one?

ENGAGE 4 GENERATIONS

IN THE WORKPLACE WITH DIGITAL SIGNAGE

MILLENNIALS –
Born 1986-2005,
currently around
30 or under

BABY BOOMERS –
Born 1946-1965,
currently in their
50s to 70s

VETERANS –
Born before 1945,
currently in their
70s or older

GENERATION X –
Born 1966-1985,
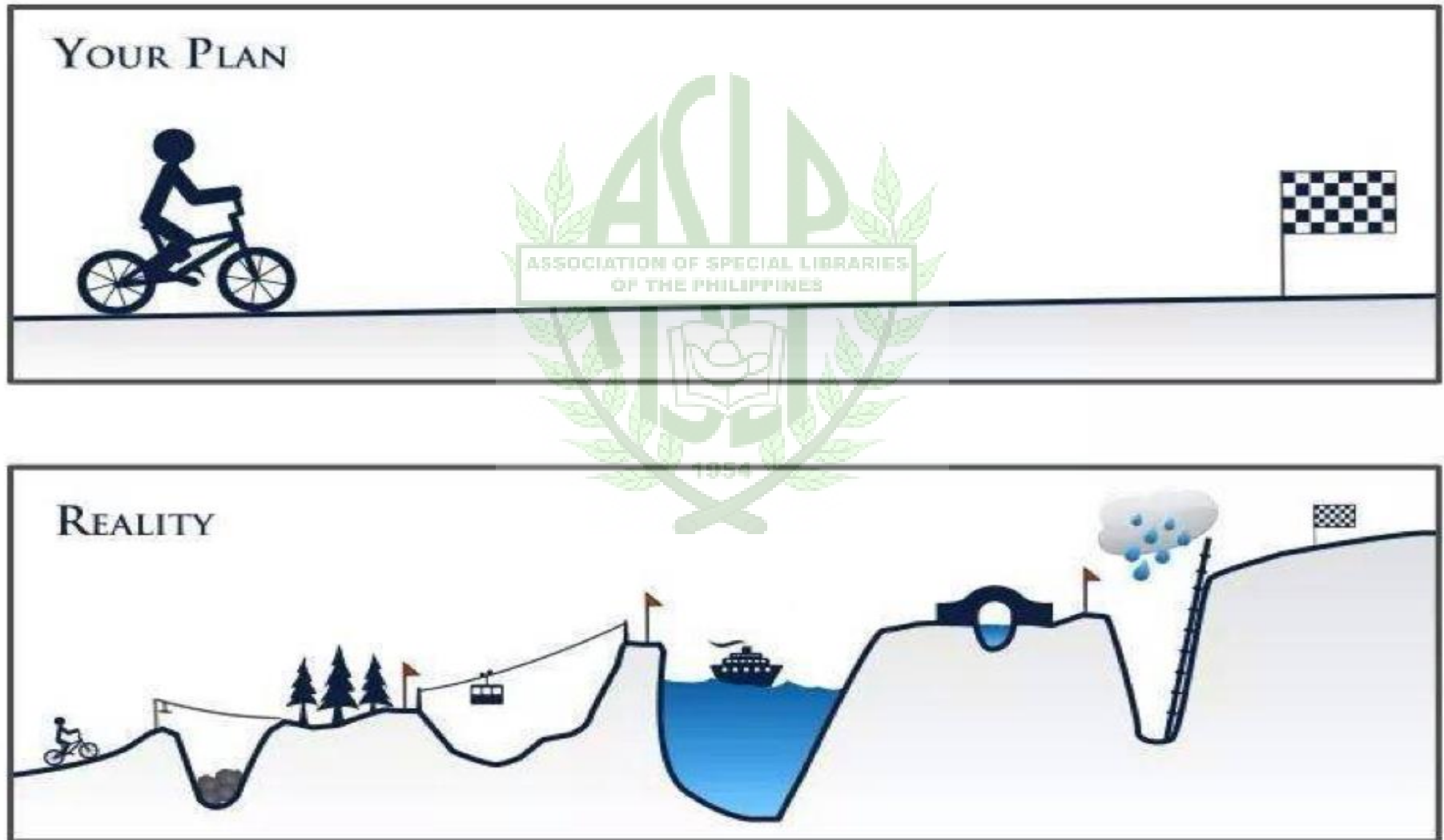currently in their
30s to 50s

Experience is the best teacher.

Penelope Douglas

Expectation vs. Reality

YOUR PLAN

REALITY

So what has experience taught me?

FUNCTIONS OF MANAGEMENT

- Planning
- Organizing
- Staffing
- Directing
- Controlling

Management functions

FUNCTIONS OF MANAGEMENT

2

IMPORTANT RESOURCES

1 HUMAN RESOURCES

2 FINANCIAL RESOURCES

LEADERSHIP MODEL

COMpetence   COMmunication

COMmitment   **COMpasssion**

COMpetence

COMPETENCE

Competence is defined as

*"A cluster of related **abilities, commitments, knowledge, and skills** that enable a person (or an organization) to act effectively in a job or situation.*

Competence indicates sufficiency of knowledge and skills that enable someone to act in a wide variety of situations. Because each level of responsibility has its own requirements, competence can occur in any period of a person's life or at any stage of his or her career."

Source: Business Dictionary

Competency-Based Standards

National Competency-Based Teacher Standards/ Philippine Professional Standards for Teachers

National Competency-Based Standards for Filipino Librarians

LIBRARIAN

Competency-Based Standards

The Professional Regulatory Board for Librarians Resolution No. 03, Series of 2015 prescribes, adopts and promulgates the "National Competency-Based Standards for Filipino Librarians" which is an integral part or component of the Continuing Professional Development (CPD).

National Competency-Based Standards for Filipino Librarians

PERSONAL

- Communication
- Customer Service
- Leadership
- Lifelong Learning and Personal Growth
- Ethics and values
- Interpersonal
- Cultural

PROFESSIONAL

A. Managing Information Resources
B. Managing Information Services
C. Managing Information Tools and Technologies
D. Managing Information Organizations

Personal Competencies

- **Communication**
- Customer Service
- **Leadership**
- Lifelong Learning and Personal Growth
- Ethics and values
- Interpersonal
- Cultural

Professional Competencies

A. Managing Information Resources

- Selection and Acquisition
- Cataloging
- Collection Management
- E-Resources Management
- Preservation

B. Managing Information Services

- Access Services
- Reader's Advisory
- Reference/Information
- Patron Training
- Information Literacy
- Public Services/Outreach
- Children's Services

C. Managing Information Tools and Technologies

- Core Hardware
- Core Internet
- Core Operating Systems
- Core Software Applications
- Core Web Tools
- Core Application of Information Tools and Technologies

D. Managing Information Organizations

- Strategic Planning/Policy Formulation
- Financial Management/Budgeting and Funding
- Project Management/Research
- Personnel Management
- Public Relations/Marketing and Promotion
- Collaborations/Networking
- Facilities Management

Let us become a COMPETENT Manager!

Aligns efforts with the vision and direction of the organization

ASLP Conference 2018   *reinaflorcastro@baliuagu.edu.ph*

How to be a great manager?

- **Demonstrates faith in the library's vision and mission**, works to **achieve it** and inspires others to do the same.

- Identifies the **appropriate opportunities, resources** and timing to act in support of the library's vision and mission.

- **Works to meet or exceed goals** by obtaining resources and support, and by eliminating obstacles thereto.

BU LIBRARY, ARCHIVES AND MUSEUM AT A GLANCE

ABOUT BU   ACADEMICS   ADMISSIONS

BALIUAG UNIVERSITY

ALUMNI   RESEARCH   SCHOLARSHIPS

SEARCH

BU LIBRARY

Overview

Sections of the Library

OPAC Link

e-Journal Link

EBSCO (Trial)

BU LIBRARY

OVERVIEW

The library is one of the major frontliners of an educational institution. The Baliuag University (B.U.) Library now is far from the Baliuag Colleges (B.C.) Library of the fifties up to the nineties. Many changes and improvements have already taken place in the library as the University grows to meet global challenges.

During your stay in the University you will find that your life is not confined to the classroom, to the textbooks and to the company of your classmates. You will also gain the   company of information resources and services of the library.

VISION

The Baliuag University Library's librarians and information professionals find new ways of developing effective and collaborative partnership with the faculty, students and administrative staff to be able to meet their diverse informational, research, educational and recreational needs.

(Baliuag University Library Policy Manual, 2018)

BU LAM AT A GLANCE

MISSION

The Baliuag University Library participates in the research and education program of the university by selecting, organizing, preserving and conserving books and other materials of contemporary interest and value for the education and intellectual stimulation of the entire students, faculty and administrative staff, and to provide easy access to the collections through retrieval tools and appropriate information services.

(Baliuag University Library Policy Manual, 2018)

SETTING DIRECTION

- The **primary role of top management is to set the direction** for the library. This can be best accomplished and communicated to the stakeholders through the **development of a strategic plan**.

- Topics addressed in such a plan are the following:
  - *Mission*: Why does the library exist?
  - *Values*: The basic beliefs that the library is founded upon.
  - *Vision:* Usually prepared by top management with the involvement of many others, it focuses on what the library will be like in 10 to 20 years.

Demonstrates an aptitude for leadership

How to be a great manager?

- Accepts and **actively assumes leadership** roles and demonstrates ability to lead team effectively.

- Takes **initiative, seeks new opportunities** and challenges, and apply creative and innovative thinking.

- Maintains a **positive attitude** and sets examples for others to follow.

- **Upholds integrity** and high ethical standards in the performance of his or her duties.

How to be a great manager?

- **Empowers others** to be actively involved in the problem-solving and decision-making processes and to be **accountable** for such actions and judgments.

- **Researches on latest trends** in leadership skills and styles and applies those which are useful and relevant to user's needs.

Anticipates and adapts changes, developments and challenges

If you change the way you look at things, the things you look at change.
Wayne Dyer

How to be a great manager?

- Maintains the **openness to accept changes** and flexibility to adapt to these changes and developments.

- **Anticipates future trends** and recommends changes in priority or direction in the furtherance of its organizational goals and objectives.

- **Explores and adopts new technologies** for their potential to deliver new ideas, products and services.

- **Takes reasonable risks** to test implement changes and provides recommendations on the basis thereof.

COMmunication

Why communication matters?

What kind of communicator are you?

Let us know your communication profile...

- Mark the statement either "A" or "B".

- "A" if the statement describes the way you communicate most of the time.

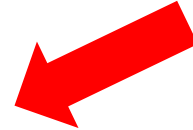- "B" if the statement DOES NOT describes the way you communicate most of the time.

Let us know your communication profile...

- Give yourself one (1) point for each "A" on items

- 1-20 = 17 points   **(Noble)**
- 21-40 = 10 points   (Socratic)
- 41-60 = 13 points   (Reflective)

Predominant Style

COMMUNICATION

The success of a library depends on the librarian's ability to communicate clearly and effectively.

The communication competency of a librarian leads to **fruitful relationships** with library colleagues, management clients, and stakeholders.

There are three basic patterns of communication that is developed over time:

- **NOBLE**
- **SOCRATIC**
- **REFLECTIVE**

Over 40,000 copies sold

"I wish I'd said that!"

How to Talk Your Way Out of Trouble and Into Success

Get to the point!

I don't believe him!

Are they really listening?

LINDA MCCALLISTER, PhD
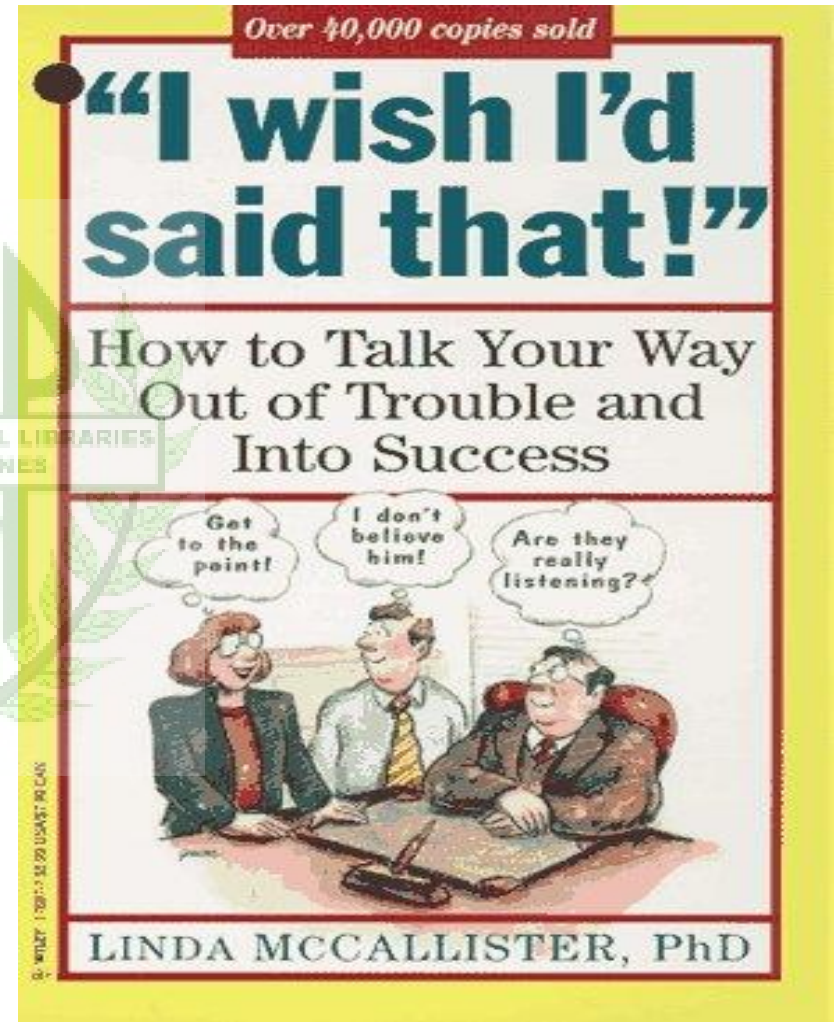
NOBLE STRENGTHS

- Has the ability to accomplish his or her goals in an interaction while taking needs of the other into consideration.

- Has the ability to organize and summarize thoughts and ideas in oral and written communication interactions.

- Has the ability to "cut through the garbage" and identify the central issue.

- Speaks with confidence and authority.

- Has the potential to be an energetic and entertaining speaker.

- Action-oriented style and desire to make quick decisions.

NOBLE WEAKNESSES

- Has a tendency to go from being assertive to being aggressive.

- Doesn't pay attention to details or to another person who is speaking.

- Has a tendency to be extremists; everything is black or white, right or wrong.

- They expect everyone to be direct, straightforward, and totally honest.

SOCRATIC STRENGTHS

- Has the ability to be an influential public speaker, and he or she uses a well-developed vocabulary to negotiate interpersonal interactions.

- Has the ability to reduce hostility and guide behaviors with the use of words.

- Has the potential to be successful problem solvers because of their ability to see issues from many perspectives.

- Has the ability to produce a polished final product because of their attention to detail.

- Speaks with confidence and from a base of knowledge, his or her remarks are usually given serious attention and consideration.

- Has the ability to paint visual images with words.

SOCRATIC WEAKNESSES

- Has a tendency to take a constructive argumentation into destructive argumentation.

- Has a tendency to be redundant, engage in non-stop conversations with the self, and engage in information overload.

- Has a tendency to lecture the other person or to speak in a patronizing voice.

- Has a tendency to interrupt or talk over the other person.

- Has a tendency to control and direct the other person.

REFLECTIVE STRENGTHS

- Has the ability to engage in active listening techniques, which encourage others to provide honest information.

- Tends to think before they act, thus avoiding unnecessary conflict.

- Has the ability to make the other person feel good about the self.

- Has the ability to create an open communication environment in which individuals feel free to speak honestly.

- Has the ability to help other people solve their own problems.

- Has the ability to tune in to the needs of the other person and respect the confidential nature of the interaction.

REFLECTIVE WEAKNESSES

- Have a tendency to back away from controversial issues. They tend not to say what they really think, and this causes personal frustration.

- Tends to be an easy prey for the strong-willed because of his or her tendency to be passive or nonassertive.

- Tends to be overly concerned with personal feelings and the pleasant communication decorum, and this results to indecisiveness.

- Are not viewed as credible communicators because of their soft-spoken, unassertive, noncommittal style.

- Tendency to say what the other person wants to hear instead of what the Reflective really feels

Communicates effectively using a variety of methods

COMMUNICATION

- Communicates **clearly and effectively**, both verbally and in writing.

- Relays only **timely and accurate information**.

- **Presents ideas clearly and concisely**, with an appropriate level of **enthusiasm**.

- Demonstrates **proficient writing skills** (correct grammar and sentence construction, accurate spelling and logical thought).

- Demonstrates **proficient public speaking skills** (articulation, convincing delivery and appropriate gestures).

- **Actively listens** and considers other's views and opinions before giving a response.

- **Requests feedback** and uses them for self-improvement.

Communicates effectively to a variety of audiences and individuals of diverse backgrounds and culture

COMMUNICATION

- Speaks and writes effectively and clearly, in **a manner appropriate to his/her audience**.

- Gives due consideration to the **perceptions, perspectives and communication needs** of each audience.

- Creates an environment that fosters **two-way communication**.
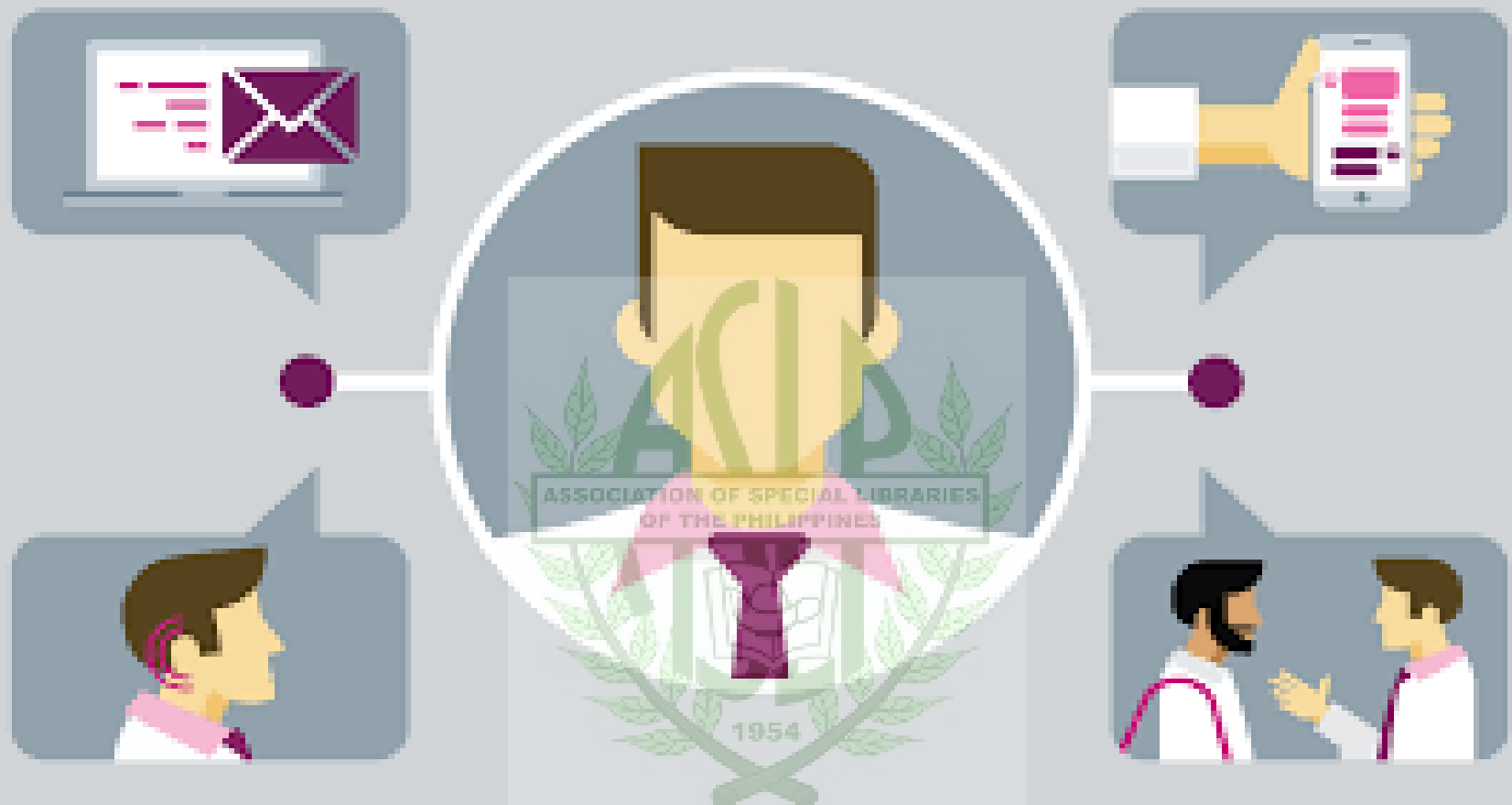
Selects and applies the most appropriate and effective means of communication to meet situational needs

COMMUNICATION

- Communicates effectively to **persuade, instruct or motivate,** or solicit response/feedback or comments from his/her audience.

- Practices **active listening by asking open-ended questions** techniques, among others.

- Select appropriate communication strategies to **resolve conflicts** constructively.

- Possesses **negotiation skills** to get beneficial results.

COMmitment

COMpassion

WALL STREET JOURNAL BESTSELLER

10 Rules
to Fuel Your Life, Work, and Team
with Positive Energy

THE ENERGY BUS

JON GORDON

Foreword by Ken Blanchard
Coauthor of *The One-Minute Manager* and *Leading at a Higher Level*
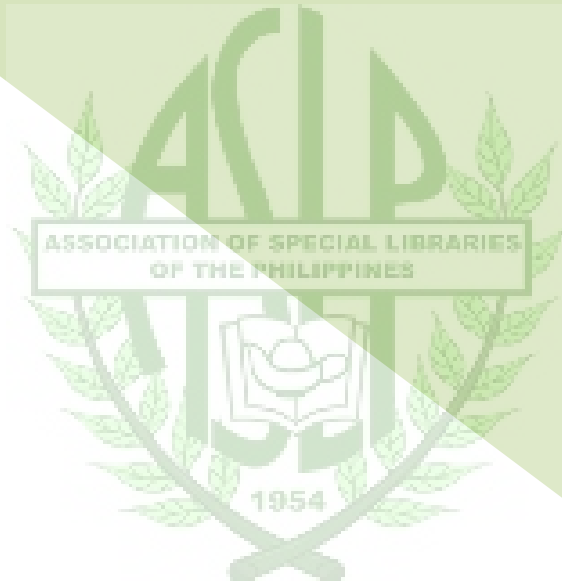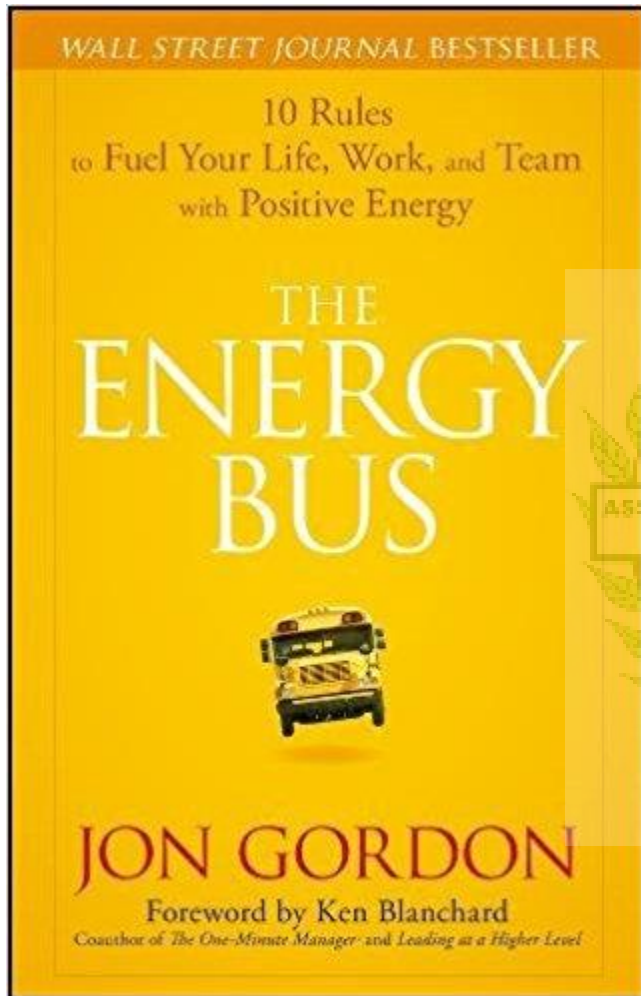
10 RULES FOR THE RIDE OF YOUR LIFE

1. You're the Driver of the Bus.
2. Desire, Vision and Focus move your bus in the right direction.
3. Fuel your Ride with Positive Energy.
4. Invite People on Your Bus and Share your Vision for the Road Ahead.
5. Don't Waste Your Energy on those who don't get on your Bus.
6. Post a Sign that says "No Energy Vampires Allowed" on your Bus.
7. Enthusiasm attracts more Passengers and Energizes them during the Ride.
8. Love your Passengers.
9. Drive with Purpose.
10. Have Fun and Enjoy the Ride.

Lead with HEART

COMMITMENT and COMPASSION

- E-motion stands for energy in motion and your emotional state is all about how the energy is flowing through you.

- The heart is your power center. It's where contagious positive leadership comes from and the more open, powerful, and positive it is the more powerful you are.

EXPRESSIONS such as...

He/she has a big heart

He/she puts his/her heart into his/her work

They have a lot of heart

So what have we learned so far?

WHAT TO EXPECT

- A millennial manager must both manage and lead.

- Experience bridges the gap between theory and practice.

- Two most important resources in an organization are human and financial resources.

- Leadership involves four components: COMpetence, COMmunication, COMmitment and COMpassion.

- Knowing your communication profile allows a manager to understand others more.

- E-motion stands for energy in motion. Positive energy leads to positive results.

- LEAD with Heart

There is no single best management style

Goleman's Management Styles

DIRECTIVE	Is coercive, and amounts to do-it-the-way-that-I-tell-you-to-do-it
AFFILIATIVE	Places people first and the task second
PACESETTING	Includes managers who tend to do tasks him/herself
AUTHORITATIVE	Includes managers who tend to be firm but fair
PARTICIPATIVE	Is more democratic, with managers who participate and also encourage the staff to participate as well
COACHING	Includes managers who help employees to develop their full potential

DEPARTMENT ACTIVITIES

- **Book Fair (MIBF)**

- **Benchmarking Activity**

- **National Book Week (NBW) Celebration**

- **Destiny Library Manager Start-Up Training**

- **Community Outreach**

- **Team Building Activity**

BOOK FAIR

BOOK FAIR

BENCHMARKING ACTIVITY

NATIONAL BOOK WEEK (NBW)

NATIONAL BOOK WEEK (NBW)

NATIONAL BOOK WEEK (NBW)

NATIONAL BOOK WEEK (NBW)

NATIONAL BOOK WEEK (NBW)

NATIONAL BOOK WEEK (NBW)

NATIONAL BOOK WEEK (NBW)

DESTINY LIBRARY MANAGER START-UP TRAINING

BALIUAG UNIVERSITY

ASLP Conference 2018

reinaflorcastro@baliuagu.edu.ph

COMMUNITY OUTREACH

COMMUNITY OUTREACH

TEAM BUILDING ACTIVITY

TEAM BUILDING ACTIVITY

THE GREATEST LEADER
IS NOT NECESSARILY
THE ONE WHO DOES
THE GREATEST THINGS.
HE
IS THE ONE THAT
GETS THE PEOPLE
TO DO THE
GREATEST THINGS.

Ronald Reagan

Grow a Leader

Thank You for Listening!