

MANAGING UP :

Adjusting to New Roles as a School Bus Operator

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ABA'S
MARKETPLACE



SCHOOL BUS
COUNCIL
AMERICAN BUS ASSOCIATION

Modern Workplace

Endless distractions

Fatal assumption: work longer to get more done. It's not the number of hours, but our energy and value

People at top work much, much harder

Single most important factor in deciding to stay in job: success of relationship with direct supervisor



Where Are You?

You are here on the map

Do you need directions?

Where are you really?

What you got here, will not
get you there

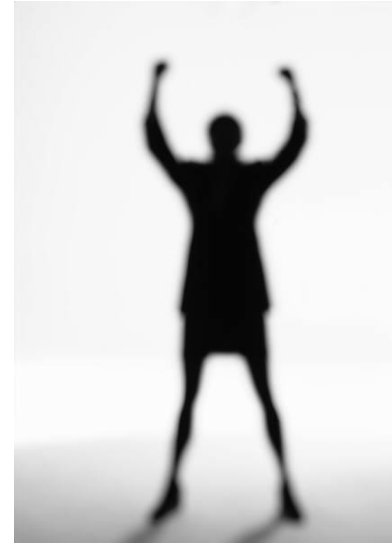


Understanding Success

Delusional?: overestimating contributions, taking credit from others, ignoring costly failures, exaggerating project impact

Glass Half-Full or Half-Empty?

Successful people are often extremely busy and have danger of being overcommitted - can drown in sea of opportunity



Being the Best You



“Know yourself. Don’t accept your dog’s admiration as conclusive evidence that you are wonderful.”– **Ann Landers**

Being the Best You

Sleep

- Biggest behavior influencing effectiveness
- Linked to: high blood pressure, weakened immune systems, weight gain, mood swings, higher risk of diabetes, stroke, cardiovascular disease, some cancers
- Poor sleep makes us inefficient, less original, less creative, less flexible, less likely to generate new ideas
- National Sleep Foundation: 7-9 hours. Most: 6 ½ hours
- Good bedtime routine important

Being the Best You

Taking a break

- Body oscillates alertness every 90 minutes
- Intense effort requires purposeful rest

Fitness

- 25% of us completely sedentary, 60% only sporadically active
- Fitness improves cognitive capacity and emotional well-being

Food

- Critical for energy
- Best to eat every 3 hours (5-6 times per day)
- Breakfast critical

Community

- Critical to stress-reduction

Managing Others

- You can teach skills and knowledge, but not talent
- You can match talent to role
- Managers look inward, leaders look outward
- Study your best and determine why they're best
- Turning talent into performance
- Casting is everything
- Your boss is your biggest customer
- It is your responsibility to make your relationship with your boss work effectively

Stress



Happiness

Do I like my job? Organization?

Do I need my job?

Am I willing to change my style?

Am I willing to try to understand my boss?

Getting to Know Your Boss

*“Sometimes you have to
get to know someone
really well to realize you're
really strangers.”
- **Mary Tyler Moore***



Ways to Get to Know Yourself & Your Boss

Who

How

Information

Communication

Priorities/Goals

Concerns/Challenges

Pressures

Pet Peeves

Like to Work

Delegation

Expectations

Strengths &

Weaknesses

Job Function

Fitness

Attitude

Energy

Motivation

Contribution

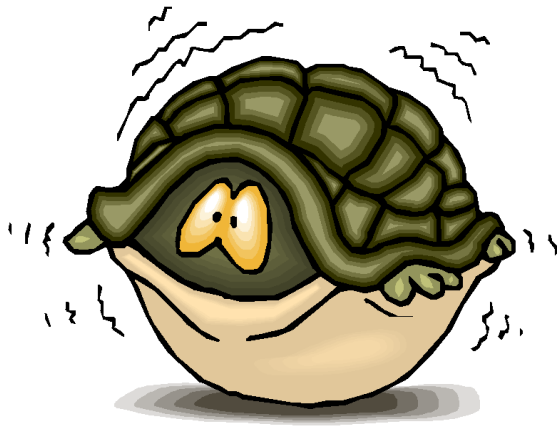




Personality Types

*The most important ingredient
in the formula of success is knowing how to
get along with people.*

-- Teddy Roosevelt



Introvert

Pluses:

Gives You Space

Doesn't Waste Your Time

Thinks Before Speaks

Will Listen

Minuses:

Lack of Information

Lack of Friendliness

“Closed Door” Appearance

Game Plan:

Take Initiative

Keep Them Informed

Be Ok with Silence

Ask Questions

Respect Space



Extrovert

Pluses:

Enjoy Engaging
Active Networks
Action-Oriented

Minuses:

Thoughts Unclear/Confusing
May Talk Too Much
May Be Draining

Game Plan:

Listen

Don't Take Everything as Gospel

Clarify and Recap, Manage Tangents

Check-In Often

Work Styles



“Advancer”

- Highly Focused on Results/Action
- Loves Being the Decision Maker

Game Plan:

- Speed Up
- Bring Solutions, Not Problems
- Be Prepared

Work Styles

“Energizer”

- People-People
- Full of Energy/Optimism



Game Plan:

- Build the Relationship
- Think Fast, Move Fast
- Pop-In
- Praise Publicly
- Keep Track and Follow-Up

Work Styles

“Evaluator”

- Prizes accuracy, quality
- Methodical and Process-Oriented

Game Plan:

- Avoid Surprises
- Raise Your Standards
- Slow Down
- Impress with Details



Work Styles

“Harmonizer”

- Likes Harmony
- Values Teamwork
- Cautious with Change

Game Plan:

- Help Them Make Decisions
- Slow Down
- Find a Mentor
- Track Your Own Success



Work Styles



“Difficult Bosses”

- Micromanagers, Workaholics, Nitpickers, Ghosts, Etc.

Game Plan:

- Embrace Challenge
- Assume Positive Intent
- Own Your Rub
- Understand Why
- Stay One Step Ahead
- Deliver High Quality Work Every Time
- Be Patient



Managing Up Top 10

1. Keep a To-Do List
2. Personality Styles Aren't Personal
3. Know What Really Matters to Your Boss and Do It
4. Identify, Anticipate and Manage Needs/Weaknesses
5. Own What You Do
6. Never Let Them Be Blindsided
7. Don't Raise Problems Without Offering Solutions
8. Do Your Job Well
9. Accept and Adapt
10. Honor Their Time