

**BULLISH CONFERENCE**

**YOU'VE GOT THIS:  
PRACTICAL ADVICE FOR  
NEW MANAGERS**

*with Caro Griffin*

# CURRENTLY MANAGE PEOPLE?

# HOPING TO MANAGE PEOPLE?

**DON'T KNOW IF YOU WANT  
TO MANAGE PEOPLE?**

- ✓ Project manager ≠ people manager.
- ✓ Management is a skill that takes time to learn.
- ✓ A management squad is invaluable.

# HOWDY!

I'm Caro, aka @carolinesyrup

- ✓ Recovering web developer
- ✓ Director of Operations at Skillcrush
- ✓ Comic book collector



**THREE OUT OF FOUR EMPLOYEES  
SAY THEIR BOSS IS THE WORST  
PART OF THEIR JOB.**

**50% OF EMPLOYEES WHO DON'T  
FEEL VALUED BY THEIR BOSS  
WILL LOOK FOR ANOTHER JOB IN  
THE NEXT YEAR.**



**65% OF EMPLOYEES SAY  
THEY'D TAKE A NEW BOSS  
OVER A PAY RAISE.**

**BUT WHAT MAKES A  
GOOD MANAGER?**

# MY BEST MANAGER

- ✓ “They made me feel \_\_\_\_\_ by doing \_\_\_\_\_.”
- ✓ “They helped me \_\_\_\_\_ by doing \_\_\_\_\_.”
- ✓ “My favorite thing about \_\_\_\_\_ was \_\_\_\_\_.”

# MY WORST MANAGER

- ✓ “They made me feel \_\_\_\_\_ by doing \_\_\_\_\_.”
- ✓ “I needed \_\_\_\_\_ but got \_\_\_\_\_.”
- ✓ “My least favorite thing about \_\_\_\_\_ was \_\_\_\_\_.”

**LET'S DISCUSS!**

**WHERE DO  
BAD MANAGERS  
COME FROM?**

- ✓ We promote poorly.
- ✓ We misunderstand the role of people managers.
- ✓ We don't give managers the resources they need.
- ✓ And there's always people who just don't give AF.

**SETTING YOURSELF  
UP FOR SUCCESS**



- ✓ Accept that you're learning.
- ✓ Give yourself time to be a manager.
- ✓ Recognize that your output will look different.
- ✓ Set yourself up for passive learning.

- ✓ Ask a Manager
- ✓ First Round Review
- ✓ Harvard Business Review
- ✓ Lara Hogan's Blog
- ✓ Cate Huston's Blog

**NOW, THE PROMISED  
PRACTICAL ADVICE**

**1. DON'T HIRE YOURSELF.**

- ✓ Diverse teams build better products.
- ✓ Hire for your weaknesses.
- ✓ Involve other stakeholders in the process.

**2. ONBOARDING IS ALWAYS  
A GOOD INVESTMENT.**

“Onboarding is the process of taking someone from outside the company and making them an independent, productive, and confident member of the team.” - Kate Heddleston

**3. 1-ON-1S ARE INVALUABLE.**



# 4. PUT ON THE PARTY HAT.

**5. DON'T AVOID TOUGH  
CONVERSATIONS.**

**6. GET YOUR FINGERS OUT  
OF ALL THE PIES.**

# 7. YOU NEED A SQUAD.

# 8. MANAGEMENT IS EMOTIONAL LABOR.

**IN CONCLUSION...**

**YOU'VE GOT THIS.**