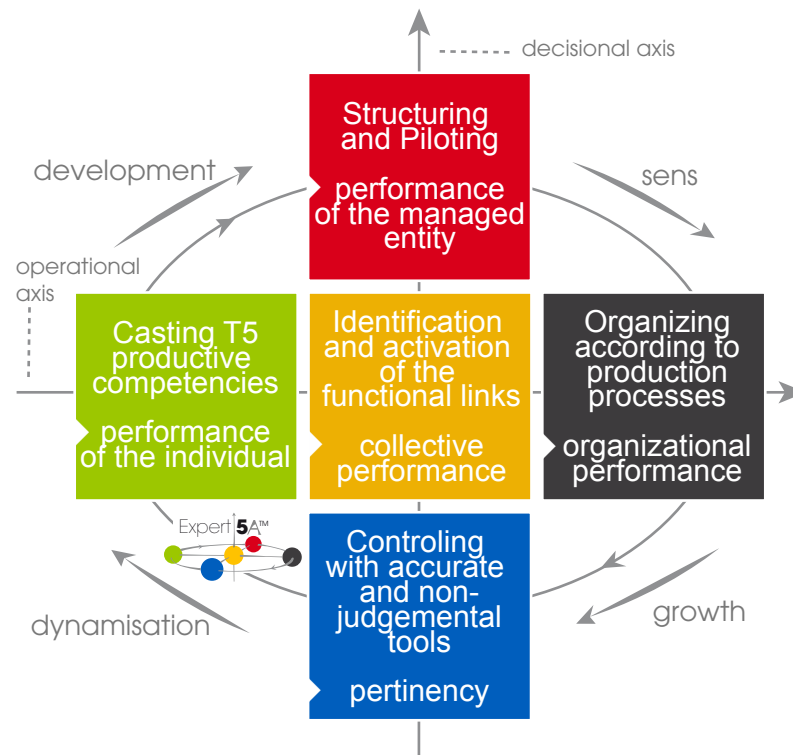




THE 5 TASKS OF AN EXPERT 5A™ MANAGER

WWW.5-FOR-MANAGEMENT.COM
© C. GENSSSE 2000

Expert 5A™ distinguishes five closely related tasks a manager must conduct in order to develop an efficient management practice:



→ Establish the process flow chart. According to Expert 5A, a work organization can only be structured on the basis of the ensemble of tasks, which must be satisfied to reach the organization's objectives. Establishing the process flow chart (this goes for services as well) is a prerequisite to many management tasks: organization, distribution of the responsibilities, distribution, trouble-shooting, casting, debriefing and evaluation, etc. The more accurately this task will be conducted, the easier it will be for the manager to use the process flow chart as a rational reference.

→ Define the clusters of missions. These are the groups of missions which fall under an individual's responsibility. Here, managers develop a second level of organization by structuring their team according to responsibilities.

→ Identify the systemic profile of each cluster of missions and proceed to the casting of these missions. According to Expert 5A principles, casting signifies finding a match between the systemic profile of a cluster of missions and the collaborator's T5 productive competencies.

→ Identify and activate the functional linkages. The social fabric of a work organization is based on linkages defined by organizational as opposed to emotional relationships. By defining and activating these functional links, managers develop a social fabric based on cooperative principles. Beyond a resulting efficiency, the modality of interaction becomes clearly defined and thus better accepted by each and every one.

→ Acquire and use accurate and non-judgemental debriefing tools. A critical analysing of what is being done by the team on a daily basis should be considered as important as breathing. Such critical approach to collective effort is the key to easy changes and improvement, and more so, to pertinency. Everybody in a team benefits from such a critical posture. The condition to that, however, is that no judgment be attached to this posture!

→ Piloting for performance. Once the team is appropriately structured, and that casting is as close to a systemic casting as possible, managers can develop a sound and mature leadership.

Expert 5A™ e-training program has for its objective to bring managers to apply these coherent management principles with ease, and develop an efficient and no-nonsens management practice.