



# Guide to Management

## The 14 things you need to know

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# Welcome

In this eBook I share the 14 things that I wish I knew when I first started in management. There are SO many things you will learn along the way to becoming a great leader, and many of them you must go through on your own in order to grow. But these 14... these, you are more than welcome to take from my experience and NOT make the mistakes. Allow me to carry this burden for you.

# You're not friends.

Alright, first thing you need to understand is you are a manager, you're not a friend (although you are to be friendly). Now this is going to be difficult especially if you've been promoted from within a company. You must be able to draw a line in the sand between friendships and work relationships. This does not mean you become a jerk. This does not mean you forget everyone you came up with. What it means is you must be able to decide, "am I dealing with this situation in a professional way? Or am I dealing with the situation in a manner that protects a friend?" Keep in mind that you want to deal with things in a professional manner. There is nothing wrong with being friendly. There is something wrong if you are always "hooking up" your friends.

# Be consistent

This comes into play specifically when you're dealing with employees. Be consistent. If someone does something wrong or against policy, you need to deal with it in the same consistent way. Let's say somebody is always coming to work late, after 5 days being late, they are to receive a discipline. You will want to make sure this happens with all employees, not just the ones you don't favour. This also means you will need to discipline your friends if they are in violation. I know I said we weren't going to be friends but realistically friends are fine if you maintain consistency. What you do to one you must do to all. This also means if you reward someone for reaching a milestone you want to reward/acknowledge all who reach that same milestone. When you know you are consistent with work you will sleep much better!

# **The buck stops with you.**

Next, the buck stops at your desk. Listen when you're an employee, it's very easy to have the attitude of "well I know I didn't catch it, but my boss didn't catch it either." You're the boss now. You must catch it. So, if there's something missing in a presentation, if there's something missing in the sales funnel, this is now your job to catch. There is no more "well you know I passed it on to so-and-so" ... no, the buck stops at your desk. Once your signature's on it, or once you've put approval on it, it's yours. That's it, nowhere else to go.

# Delegation

As a new manager you may find this hard but you need to be able to delegate. People are going to put stuff onto you, shareholders, your boss, customers... people are going to put stuff on your plate, and you're going to, at times, feel overwhelmed. You need to know how to delegate. It's going to come onto your desk and from there you need to remember, you're a manager, that means you have people working with you and for you. So delegate what you don't absolutely have to do. That's part of management, making sure that things get done doesn't mean you are the one doing them!

# Outcome over process

I wish somebody would have told me to focus more on the outcome over the process. What does that mean? Well, what that means is don't worry about how staff get from A to B, just make sure they're getting from A to B. When you start worrying about the how, you tend to get on that micromanagement train and it's not the best use of your time. Look at it this way, before the pandemic a lot of places did not want people working from home. Why? Because they couldn't see if their staff was spending eight hours a day at their desk doing the work. If the outcome is positive, I don't care if you spend one hour at your desk. That is, to me, irrelevant. I need this result by this date. If that gets done, why worry yourself about what happens in between, it doesn't matter.

# Say NO!

Just say NO. For some reason as a new manager I've always felt like it was hard for me to say no to people. But sometimes it's beneficial for everyone if you can just look at what's being asked and not be afraid to say no. You don't have to say no all the time. But just, I guess my point would be, make sure you're not afraid to say no. People will pull at you from all angles. If you are a "yes man" then they are going to pull harder. Setting your own base code or rules for when to say yes, but more importantly when to say NO will really help your career.

# Know what you know

Don't pretend to know more than you do. There is no problem in saying, especially as a manager, "I don't know", there's no problem in saying, "can you help me", "can you guide me", "can you inform me". Don't pretend to know everything. We had a guy at the airport who came in, he worked with us as an employee for three months, then he got into management which was fantastic for him. What he didn't understand is everybody knew he didn't know everything. We had people there for 14 years. He had been there for three months. There is a knowledge gap, but when he put himself in a position where he wanted to show how much he knew, all he did was make a fool of himself and make enemies. People don't want to help the know-it all. If you're a new manager pretending you know what all the employees "actually" know, the staff are going to watch you drown. And it is probably not going to be a fun time for you, so keep this in mind. Don't pretend to know more than you do.

# Action over theory

This is going to be a tough one for some of you MBA students. Getting your MBA is great... but theory. Theory doesn't mean sh\*t in the real world. Boots on the ground running, that's where you are going to learn, that's where you're going to grow. An MBA or any kind of education is theory. In theory, this is what happens, but in the real world... that is so far from the truth. Yes, it's great to have a base knowledge and it's great to give yourself those years of learning, but remember the real education is when you're in the war zone. When you're getting dirty. That is when you're going to really understand what you're made of. What knowledge you need to keep and what BS you need to throw out. That's how it happens. So, theory is great... in theory,

# Share the vision

Make sure that you share your vision or your plan. Now, when you come in as the new manager, like within the first like a couple of weeks, don't come in with this "grand vision". Don't share a huge plan on how you're going to change everything because that will sink you faster than anything. Once you build some rapport with the employees, once you've built a relationship with your team, then you can share your vision. "What is the big picture, what are we trying to accomplish and why". When you give people a little bit of information too soon, they can become resentful, they don't get it. Because it's not theirs to get at least not at first. But if you share this information as you're building more of a relationship, more of a trust with your team, you will get easier "buy-in". So don't be afraid to share the vision.

# Open up

Now, talking about sharing. Don't be afraid to open yourself up to people. I'm not saying air your dirty laundry like problems you're having at home, but at the same time, if you're struggling with something, don't be afraid to talk to people about it. Don't be afraid to say what's going on. Not everything has to be top secret. Share some stuff. Be open. By being open you are building trust, and when you build trust with your team, your team will work so much more efficiently and confidently with and for you. So don't be afraid to open yourself up a little bit. Little stories, little tidbits of information, hobbies that you're interested in, just stuff.

# Do SOMETHING

This one's a doozy. It's better to get in trouble for the things you did than the things you didn't do. What does that mean? It means it's better if your boss give you crap because you tried something and failed. The last thing you want is your boss coming in and saying "but why did we do nothing? Why did you just sit there? Why did you allow this to happen?". You're seen in a better light if you are at least trying. You're not going to get the right answer all the time. But when your boss and those around you see that you're trying to make a positive change to make something happen, take that gamble, because I bet you that you'll get in crap a lot less for trying something than you do for not.

# Under promise

You don't want to be seen as an underachiever. You always want to have more time to deliver the result and you don't want to shoot yourself in the foot by saying you can have a project done in a week when you know it's going to take two weeks. In this instance you will ask for a three-week deadline knowing that even if you have surprises you should be able to get everything completed in two weeks. By giving yourself that extra one week buffer, it can help you and your team to make sure you have some wiggle room incase anything happens. That's what you want to build your reputation on especially when you're starting out.

# Have you done it?

Never ask somebody to do something that you wouldn't do yourself. I'll give you an example of how this worked well for me. I was working at a bar as the restaurant manager. It was starting to get busy. The dishwasher scheduled to work didn't show up. The kitchen was pumping out food, dishes are piling up, and nobody's there to wash dishes. Being in the industry a while, I knew that we were going to soon be getting into trouble and have no plates for future orders. What did I do you ask? I had one of the other managers take over the floor. I threw on the dish apron. I started scrubbing dishes until the dishwasher was able to show up. I didn't ask anybody else, because I had the ability and the time to make it work. I didn't have to interrupt the kitchen, who was, getting killed in that moment. I went in I did the dishes. After that, I could walk in that kitchen and ask anybody to do any job in the restaurant and get an absolute YES because I wasn't afraid to do something myself. So always keep that in mind. If you're going to ask somebody to plunge toilet, would you do it? (Yes better be the answer)

# Get it in writing

Get things in writing. If somebody says “if you do X, Y and Z. This is what your bonuses”. Get it in writing. If somebody says, “I will have the task completed by this date”, get it in writing. I’m not saying it must be literally a handwritten note, but have it confirmed in an email. If you have a meeting and the team says “yes this will be delivered on Friday”, compose an email saying, “just to reiterate our discussion today, we will have such and such deliverables ready for Friday”. Then nobody can say “I didn’t know” or “I didn’t say that”. Keep this in mind... if you intend to follow up a meeting with an email, let everyone know this ahead of time. Sometimes if you send an email to “reiterate”, people may think you're being sneaky and trying to manipulate a situation in your favour. I always let everyone know that we had a great meeting and that I'll be sending out a follow up email to summarize what was said. Do this a couple times and it will become the norm. This is one of the things I find the most valuable, especially for a new manager building a name for themselves.

# **Allow me to share a short story...**

Before you finish, I want share a massive epiphany I had, talking to a client... And I was trying to explain, why most leadership training today never works.

And it really shocked me.

Because the truth was really simple.

And quite frankly incredibly overlooked. (By almost everyone online).

You see the breakthrough I had, was that most leadership training fails because nobody really understands leadership at a core level. That's it,

They really don't.

They completely overlook what leadership is, and just focus on the characteristics of leadership.

See the characteristics of leadership are easy to spot.

Being authoritative, leading, being in charge, and being the boss.

And most people just stop here, they try to amplify these characteristics.

Because most people don't realize that these are the effects of leadership not leadership itself.

You see every leadership training today is focusing on what leadership looks like. Not about cultivating true leadership.

Here's what I mean about your leadership...

Most people are looking at the surface-level characteristics of leadership because let's face it, it's easy to spot.

But this is incredibly misleading.

True leadership is a quality, not a way of acting.

Sure you can pretend to be louder for a few days or weeks. Or try to act in a more authoritative way.

But eventually, everyone sees through this.

Because true leadership is a quality that shines through you:

- It's how people feel when you're talking to them...
- It's when people feel safe to trust and confide in you...
- It's when your team trusts your opinion and guidance...
- It's people wanting to follow you and follow your lead...
- It's when people trust you to make the right decision...

These are just a few qualities of leadership.

You see leadership is something much deeper than acting in a certain way.

And this is one of the biggest tricks I teach my top clients.

You see leadership is easy as hell.

When you just embody the qualities of leadership. Leadership is effortless.

People follow your lead,

They trust your opinion,

They feel like they can easily confide in you,

They believe you'll make the right decision,

When you just embody the qualities of leadership. You lead with Ease.

All throughout history, we see this.

All of the top leaders in history have radically different leadership styles and personalities.

There isn't a one-size-fits-all as most leadership training will teach you.

True leadership comes with embodying the qualities of leadership for your own personality.

When this is done effectively, you unlock your own leadership style.

And you lead naturally almost by default...

And it's something I love to show my top clients.

It's something that completely blows them away.

When they finally realize they don't need to change their personality at all.

They don't need to become someone they aren't.

They don't need to try to act like someone they're not.

They simply just need to embody the qualities of leadership through their own personality.

That's it, nothing more nothing less.

Some leaders are more soft-spoken,

Some leaders are more to the point,

Some leaders rally people behind them and others lead to an iron fist.

But the one unifying factor between all of them is that they all embody the unique qualities of leadership.

Through their unique personality

Now, a lot of people ask me, "Mike how can I create this leadership quality within myself..."

I would like to say it's easy. But if you try it on your own it can take years...

It took me well over 100 books to learn the qualities of leadership.

But the truth is there is an easier way to go about developing this.

And I've done all the hard work for you...

# Introducing: Leadership Fundamentals Training!

Recently I just launched my brand-new program - leadership fundamentals.

Where I take you by the hand,

And over the course of 30 days, I will show you what I consider to be the top 30 qualities of leadership.

These are the top qualities of leadership I've discovered from researching, learning, and studying the greatest leaders of all time.

And my promise to you on this training,

Is that by the end of it you will be able to easily amplify and infuse the qualities of leadership through you in your everyday life.

Unlocking your true leadership style, based on your own personality.

Developing an authentic leadership style based on your personal personality.

So you can become more confident, more relaxed, and more commanding in your personal and professional life by being yourself.

Letting leadership flow through you, instead of copying someone else's blueprints.

Take a look at some of the lessons you will learn over the next 30 days.



## Here is just a few of the lessons in this course...

- The right way to develop interest and rapport easily.
- How to always make sure you are approachable.
- The best way to be calm and collected in every situation.
- Using humility to cultivate respect.
- How to make them feel deeply Listened to and heard.
- How to easily find and cultivate your style.
- How to get people to open up and trust you.
- How to push comfort zones without breaking your team.
- The best way to make people feel deeply appreciated.
- Creating breakthroughs in your team.

## And it gets even better...

Because I just launched this program, I've decided to give each and every single person who  
downloads this PDF, a massive discount.

Since I started this course only a month ago,  
I've decided to give every new joiner a massive discount,

When you sign up...

So Instead of getting leadership fundamentals at the regular price of \$270.

You will get it today for just \$127

That's just over 50% off for the next few days...

Giving you a massive discount for a limited time only!

But don't wait around, get this massive discount today before it runs out and I bring the price back up  
soon...

Click here to - **LEARN MORE**

But that's, not all...

On top of all this, I'm gonna throw in my Delegation 101 course for absolutely free.

You see leadership fundamentals is the internal unlocking of your leadership skill, delegation 101 is  
the external soft skill of leading.

Leadership fundamentals radically shifts your internal leadership ability.

While Delegation 101 gets you thinking, acting, and behaving like a leader in your workplace.

Delegation is the number one skill of leaders in this world.

Being able to effectively delegate and lead their teams to victory.

You'll get this course absolutely free, when you sign up today so don't wait around,

I don't know how much longer I can keep this discount available.

I truly believe that this course will radically change your life.

So if you're looking to radically internalize the qualities of leadership,

Become an exceptional leader in your life.

And learn the number one skill in leadership. Delegation.

Then click the link down below and sign up today.

**Buy Now**

I guarantee you this course will change everything...

It contains everything you need to make a massive shift in your life permanently!

Don't wait around for this discount to end!

I'll see you on the side,

- Mike P.S this course will radically change everything for you. Internally and externally. Don't wait around take advantage of this massive 50% discount today!

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