

Twelve Weeks in the Life of New Manager

The To-Do List in Action

Weeks One and Two

- List all your potential supporters (marketing, training, quality assurance, call center,...)
- Have the first one-on-one meeting with a writer
- Talk with your boss about:
 - how he or she wants to receive information
 - how he/she sees the company's goals

Weeks Three and Four

- Send a progress memo to your boss and schedule a meeting
- Have more one on one meetings with your staff
- Make appointments to see two people on your supporter's list
- Begin an inventory of your team's skills

Weeks Five and Six

- Meet with two people on your supporter's list
- Finish one on one meetings with your staff
- Send a progress memo to your boss

Weeks Seven and Eight

- Talk to two more people on your supporter's list
- Talk to another writer
- Send a progress memo to your boss

Weeks Nine and Ten

- Schedule a first all-hands meeting with your staff
 - Talk with your writers about the importance of a content spec
 - Give them a model content spec
 - Introduce the IPMM and Information Development Life Cycle
 - Talk about the importance of keeping good statistics
- Finish meetings with your supporters

Weeks Eleven and Twelve

- Begin using a spreadsheet or other method to keep statistics
- Summarize the career growth opportunities for your staff and begin developing individual training plans
- Identify “added value” activities
- Appoint a writer to lead content spec development with a training opportunity

Week Thirteen

- Discuss the importance of knowing your numbers
- Meet with the lead writer and discuss the content spec concept

Every Week

- Demonstrate your respect for your developers and other colleagues in the organization
- Don't provide an audience for the whiners
- Be alert to opportunities to support information development activities outside documentation

Asking for help ...

- JoAnn Hackos
 - joann.hackos@comtech-serv.com
 - www.comtech-serv.com
 - www.infomanagementcenter.com
- Marty Williamson
 - marthawill@aol.com
- Best Practices conference
 - Seattle WA – Sept 22-24
 - Innovation: Making It Happen