

**CHMM:
The M is for Manager**

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August 21, 2001

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OVERVIEW

- The Management Challenge
- Where Are We?
- Business Management Basics
- Qualities of Managers
- Management Roles
- Types of Management

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OVERVIEW (cont'd)

- Management Skills
- Skills Inventory
- Gap Analysis
- Skills Development
- Why Be a Manager?
- Conclusion

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The Management Challenge

- Be Careful What You Ask For!
- EMS is the Driver
- EHS Integration
- Meeting the New Expectations
- How Do We Get There From Here?
 - Creating the Road Map (Plan)

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Where Are We?

- Define the Starting Point
- What is Our Role?
- How Are We Perceived?
 - Asset?
 - Liability?

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Business Management Basics

- Science
 - Processes
 - Metrics
 - Controls
- Stakeholders
- Risks
- Value

Key Business Concept: *The purpose of a business is to build value for the stakeholders.*

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Qualities of Managers

- **Courage**
- **Success Oriented**
- **Leadership**
 - Lead from the Front
 - Take Responsibility
 - Communicate
 - Seek Feedback
 - Take Charge
 - Have Integrity

Key Business Concept: *A manager is a leader.*

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Management Roles

- **Analyst**
- **Decision Maker**
- **Adds Value**
 - Financial
 - Technical
 - Perspective

Key Business Concept: *A key goal of managers is to add value to their organizations.*

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Management Skills

- **Resource Management**
 - Human
 - Physical
 - Intellectual
- **Skills**
 - Attention to Detail
 - Process Analysis
 - Logistics/organization

Key Business Concept: *Resources are the only real assets of an organization.*

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Management Skills (cont'd)

■ Risk Management

- Threat Recognition
- Planning
- Control

■ Skills

- Attention to Detail
- Threat Recognition and Analysis
- Planning

Key Business Concept: *There is a fine line between courage and stupidity. Know where the line is!*



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Management Skills (cont'd)

■ Financial Management

- Revenue
- Costs
 - Direct
 - Indirect

■ Skills

- Math (+ - x ÷)

Key Business Concept: *Financial performance is a measure of resource and risk management effectiveness.*



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Other Management Skills

■ Information Management

- Database
- Internet/E-Commerce
- Spreadsheets
- Word Processing/Document Management

■ Organizational

- Planning
- Logistics




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Other Management Skills (cont'd)

- **Communication**
 - Verbal
 - Written
 - Presentation
 - Listening

Key Management Concept: *Listening is the most important communication skill.*




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Skills Inventory

- **Professional**
- **Self Assessment**
 - Skills and Attributes

<p>Hard Skills</p> <ul style="list-style-type: none"> •Academic •Professional •Hobbies •Personal Interests 	<p>Soft Skills:</p> <ul style="list-style-type: none"> •Reasoning •Communication •Relationships •Other People Skills
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Gap Analysis

- **Primary Skills**
- **Developing Skills**
- **Personal Observations**
- **Gap Skills**
- **Translate EMS Knowledge and Project Management**



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Skills Development

- Develop a Plan
- Get a Mentor
- Assess Your Progress
- Adjust Your Plan
- Continual Improvement



Why be a Manager?

- Professional vs. Technician
- EHS Integration
- Job Advancement/Survival
- EMS Improves Organizational Performance (Adds Value)

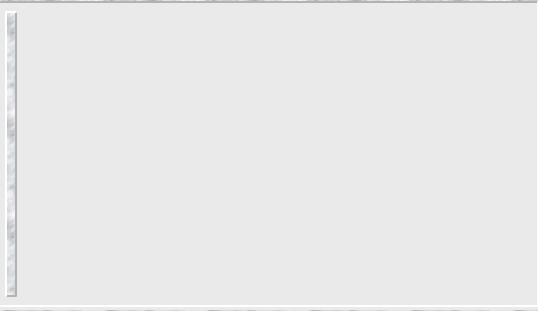


Conclusion

- Professional or Technician?
- Asset or Liability?
- We Have the Skills and Attributes
- We Add Value
- The Decision is up to You!



Questions



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