



Managing by Walking Around

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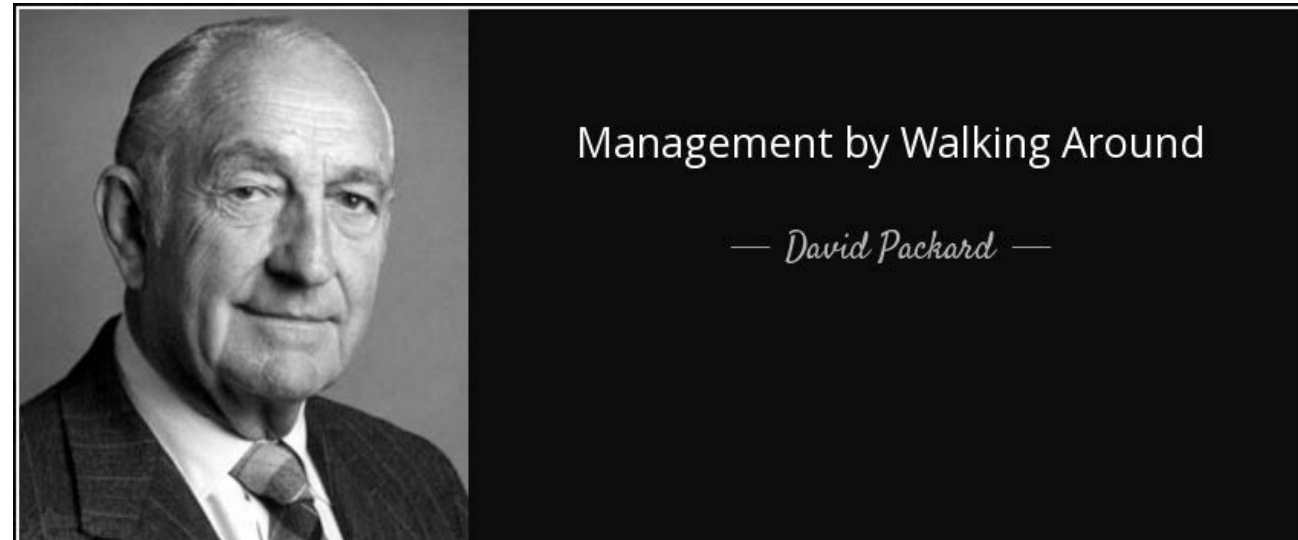
- AKA
 - MBWA
 - Managing by Wandering Around
 - Managing by Being Around
 - Mobile Management
 - Mobile and Visible
 - Inspect What You Expect
 - MBWAL

It's not who you know, it's not what you know, it's what you do consistently.



History

- The term was first used by Hewlett-Packard in the 1940s.
- May be even more valuable today in the age of emails and webinars.
- It's really just common sense and experience.




Go where your flock is. – General Colin Powell, when asked what his leadership style was.

MBWA

- Usually a topic for center directors, managers, and supervisors
- Wide range of staff on this call
- Important for all of us since technically we are all supervisors
- A useful tool for all positions
- Benefits staff and students

Why?

- We need to know what's going on
- Connections/Engagement
 - Get to know people
 - Listen to others
 - Recognize positive performance
- Prevention
 - Spot and deal with issues before problems occur
 - Ask if there are problems and then offer assistance



Employees who are
listened to are 4.6 times
more likely to feel
empowered and
connected

How?

- Random is best, but we often have other priorities
 - We all get pulled away for other things
 - It's hard to measure the impact of mobility
- Formula of Success
 - Systems
 - Adds structure to ensure completed. Includes when and where
 - Makes it automatic, consistent, and not just "I will do it when I can"

Develop a system but ensure randomness as well

Benefits

- More Approachable
 - People are reluctant to approach others
 - Intimidated
 - Lack of trust
- Improves Communication
 - Can be infectious and improve teamwork
- Increases Morale
 - Exchanges lead to feeling more motivated, inspired, connected
- Accountability and Productivity Improve

Tips

- Focus on the positive
- Be inclusive
- Know names
- Avoid awkwardness by having standard questions ready
 - What are you working on?
 - What challenges are you having?
 - How can I help with that?
- Doesn't have to be about work
 - How's the family?
 - Did your team win last night?
 - How about this weather?



Reasons people don't MBWA?

- Too busy and not enough time
- Introvert
- Perception of Micromanager





Managers Giving Feedback

85%

Of managers don't know what
to say when giving feedback



Managers Communicating

69%

Of managers are afraid to
communicate with their teams

Benefits to Job Corps

- Educational settings have incorporated MBWA with the following results:
 - Improved culture
 - Improved performance
 - Reduced behavior issues
 - Improved attendance

Educational Situations

- Most teachers stay at the front of the classroom
- Most students who act up are in the back of the classroom
- MBWA
 - Assures staff talk with students
 - Improves relationships
 - Keeps staff and students engaged
 - Helps monitor progress
- Teaching by Walking Around
- Behavior Management by Walking Around
- Be where the students are (cafeteria, morning, breaks, etc.)
- Students know our patterns

Think about your Job Corps Center if...

- Staff gave informal positive reinforcement to others
- Informal interactions increased
- Staff met students where they are
- There was more listening than talking
- People were asked about rumors when they occurred
- People connected with those who make us uncomfortable
- People were asked what is going well and what needs improving
- More people had lunch together
- People spoke and listened to everyone they encountered
- Staff knew the passions, families, hobbies, and interests of students
- We caught kids doing things right
- Staff and students reported issues before they became problems

Takeaways

- Incorporate MBWA – it starts with you, control what you can control
- Make it a goal to meet staff from different departments
- Learn the students' names
- Develop systems for being mobile and interacting
- Encourage others to join you





THANK YOU!

Questions or
Comments?

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