

MANAGEMENT CORE FOUR SKILLS OUTLINE

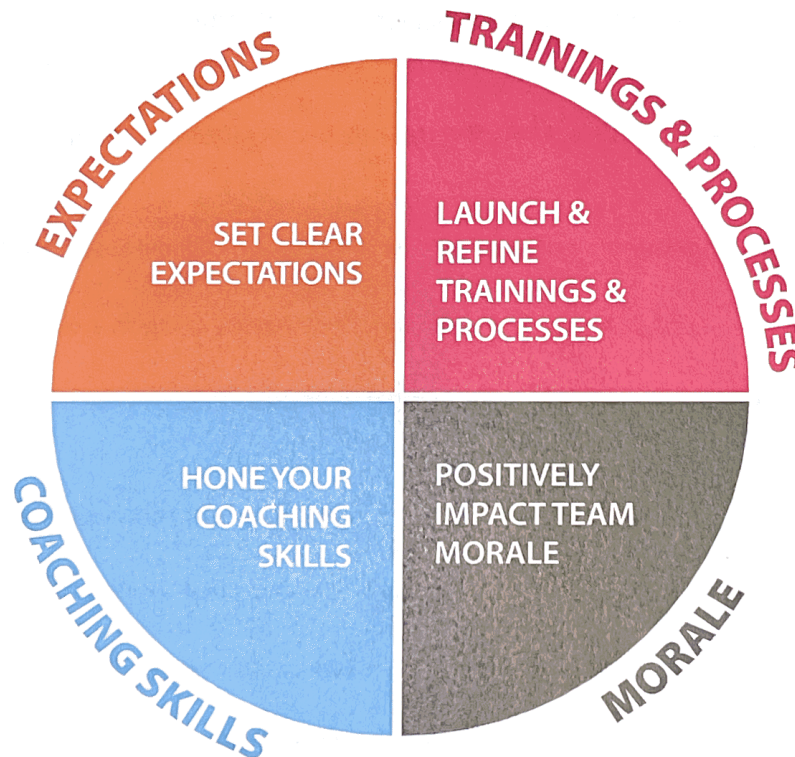


SET CLEAR EXPECTATIONS

- **High Bar:** Set a high standard, don't settle!
- **Communicate:** Constantly communicate key metrics or skills through trainings, 1-1s, team-wide meetings, and career paths
- **Performance:** Set clear standards on what amazing performance means and how it is achieved
- **Accountable:** Actively and consistently hold people to your expectations
- **Performance Plans:** Set concrete plans for underperforming Kotisians
- **Move on** quickly and compassionately if Kotisian consistently falls below expectations

LAUNCH AND REFINE TRAININGS & PROCESSES

- **Empower:** Develop your team by empowering them with relevant knowledge
- **Consistency** with what people know, at what time
- **Improve:** Consistently roll out process improvements and measure everything
- **Find Solutions:** Determine areas that need to be streamlined and independently find solutions
- **Help Yourself:** Increase your time, efficiency and ability to scale team by creating trainings/processes for everything



HONE YOUR COACHING SKILLS

- **Meet regularly** with team members. When doing so, be in the moment so you're fully present
- **Understand** what motivates each person you manage
- **Be transparent**, and in turn push for team members to always be candid
- **Coaching Strategies:** Create well-defined and thoughtful coaching strategies to motivate Kotisians from good to great performance
- **Push:** Know how to push people to do their best and most work
- **Constant Improvement:** Constantly broaden your coaching "toolkit" by:
 - Personal research (reading books, podcasts, case studies, etc.)
 - Sharing successes/failures with other managers

POSITIVELY IMPACT TEAM MORALE

- **Values:** Be a champion of Kotis' culture and core values
- **Recognition:** Develop formal recognition programs in addition to informal praise
 - Align recognition to expectations (motivation to hit key metrics/goals)
 - Have individual and team recognition – understand what each accomplish and have a variety of types
 - Understand people are motivated by different types of recognition
- **Show your passion** so it rubs off on your team

R & D

Lead and direct weekly project meetings and manage progress of all projects.

Allocate approved projects to team with target completion dates and follow up to ensure deadlines are met.

Supervise and provide leadership on all assigned projects and resolve problems delaying task completions.

Coordinate preliminary and final drafting activities of R & D project.

Ensure proper fit and function with associated products.

Head meetings with Product Review Committee to facilitate problem resolution.

Ensure all tests, drawings and associated documentation are accurate and properly filed conforming to document control policies.

Assist in final project approved meetings and perform with Sales and Purchasing hitting product availability date.

Ensure all departments receive information for final product selling, advertising and support.

Assist and manage Sales and QC Departments with technical phone calls.

Identify potential employee points of resistance by implementing changes and develop specific plans to mitigate concerns.

Ensure right resource allocation to map effectively to business needs.


Identify staff performance gaps and perform to develop and implement corrective actions.

Develop effective relationships with other service units and businesses.

Develop and organize team able to fulfill R&D's commitments independently

Research and development or R&D can be categorized into three activities, according to the Bureau of Labor Statistics. Developing new products, basic research for expanding scientific knowledge and applied research for improving existing products make up the primary activities of R&D. More than 600,000 jobs were held by personnel working in R&D department in 2008. The median weekly income for persons working in non-supervisory position was \$1,269 as of 2008, but wages varied considerably between industries.

New Product Development



All industries utilizing research and development have an area that concentrates on producing new products. The ever-growing technologies require that companies expand the products with new and improved products. New drugs, new electronics and other advanced technology is being developed and researched by a host of different organizations. All products only have certain amount of commercial viability and new products maintain a companies growth. An example of this new product development is found in the automobile industry where producing a vehicle that uses a different power source is an ongoing research project.

Improved Product Development

A product only sells for a certain amount of time, so improving a successful product can extend the commercial life of that product. R&D departments spend a lot of time researching new ways to improve a successful product. Enhancing drugs, improving computer software and applications as well as increasing services already being provided by a company is part of the duties of R&D. A good example of improving existing products is found in the pharmaceutical industry where the improvement of medications is an growing development field.

Quality Development

The quality of any commercial product is an important duty of R&D. Complying with the ever-changing government regulations requires R&D to ensure all new and existing products meet these guidelines. The R&D department provides the quality manager with a plan to ensure that products meet all regulations in the countries the product is sold. For example, Europe has a different regulatory body than the United States or China. Each product must meet the regulations of each country and some countries have stiffer compliance requirements than others.

Scientific Knowledge

A section of R&D spends time on researching topics or activities that have no application. The purpose of this type of R&D is to increase or expand scientific knowledge. Most of research done in this area does not develop into useful products, according to the Bureau of Labor Statistics. The reason most of this type of research and development is established, concerns the possibility that major advancements will be produced. A lot of successful products, medical technologies and drugs have been discovered through this type of R&D activity.