PEOPLE (HUMAN RESOURCE) MANAGEMENT

Managing technical people, especially IT sector people, needs wide understanding of innovation, teamwork and software processes. Technical leadership is different from the common visions of leadership as observed in other areas. But still some of the basic qualities of leadership are applicable in every area.

The job of a leader is to create more leaders.

A few points that must be remembered during people management:

Technical leadership

leader's goals

- think analytically to solve problems
- set goals for your problems to be solved
- stick to your goals even if very difficult
- goal/result oriented
- get your job done

leader's conviction

- take your responsibilities and accept them even if after failure

leaders and their followers

- followers/teams always follow your actions and visions
- do the things appropriately, effectively, timely, i.e. doing the right job, doing the job right way, on right time

types of leadership

- transformational leadership (you are transferring your qualities, working styles and visions to your followers and team)
- transactional leadership (you are dealing with your followers and team in cooperative manner)

leading from below

- lead in friendly manner as a companion to motivate, to activate, to do the best, to challenge them for performing extraordinary tasks
- and be ideal mentor

leader's vision

- to **motivate** team,
- be **mentor**,
- **share your vision** with your team,
- full of **enthusiasm**,
- **stick** to your goals even though very hard to achieve,
- create a **team culture**,
- be **logical/analytic** thinker,
- have **problem solving** attitude,
- lead team in **calm manner**,
- **team building** attitude

leading technical professional

- cooperate and communicate to others and your team to discuss/understand technical points/issues
- not only for technical issues but for other issues also, you need to communicate iteratively

Commitment ethic

elements of commitment

- people, process, schedule, background, communication, nature of task

making **responsible commitments**

- that may be achieved perfectly

decide between commitment and crusades

- nothing is impossible but try to make **realistic (based on real ground) commitments** in today's competitive business and technical environment

over commitment

- it's not good idea for the benefit and moral of team and followers

managing commitments

- schedule and prioritize tasks to achieve goals in return for the commitments
- act effectively on them as responsible authority

changing commitments

- communicate and negotiate with the concerned people to put your genuine problems before them for unachievable commitments
- compromise on certain/common agreed issues
- let them feel as **Win-Win** situation
- act efficiently to finish compromised deals

doing a thorough job

- take your task/job and focus on it
- do it efficiently and effectively with all your skills
- stay on it until it is finished completely
- follow up discipline

building the commitment ethic

- make ethic of commitments as your belief/faith

commitment ownership

- always take it as your responsibility, in addition to, your team before finishing completely
- but give all credits to the team after successful finishing touch

A leader always stands along with and ahead of his/her team even in the toughest situation.

The importance of professionalism

elements of professionalism

- economical
- market-oriented by marketplace feedback
- professional gains/benefits of the concerned company
- you can't get benefits/advantages or any other valuables in return until you gain outputs/achievements for your company/organization/team
- mutual growth of people and company/organization

reinventing the wheel

- usually, it is not good idea to reinvent the wheel until, it becomes necessary because other endeavors get failed

- this leads to interesting innovation that brings novelty which is countable achievement if it is done successfully

the benefits of awareness

- awareness brings challenge,
- making up your mind,
- enthusiasm,
- eagerness,
- increment in success chances,
- decrement in failure fear,
- reliability,
- information about latest trends and situations about marketplace and other beneficial countable factors,
- familiarity with the working environment

managing awareness

- get the benefits of awareness.
- collect/extract useful information from it.
- act and utilize it in accordance with your need to get your job done.
- do your job accordingly, effectively, efficiently, i.e., doing the job in accordance with gathered information, doing the job right way, doing the right job

knowledge: only the beginning

- exploring knowledge is not enough.
- utilize it for the benefits of the team, people, organization/company.
- apply knowledge in solving real world problems

the discipline of visibility

- visibility is a countable factor and usually, it is a hard work.
- make processes and jobs visible/clear/transparent enough to see its benefits/advantages

pride of authorship

- when you finish a challenging job successfully, you feel confidence and feel pride/self-respect of its authorship/ownership,
- do your job with zeal and zest/passion

the manager's role in professionalism

- review project,

- read technical journals and send copies to your co-workers/concerned people,
- highlight professional accomplishments of team/people,
- celebrate outstanding contributors,
- set professional tone for the organization/company,
- invite key people to give occasional talks or papers

you are a leader if people come to seek your advice and you are always ready to serve them.

Respect for the individual

- **respect every individuals** working in your team/company or linked to your company/organization,
- create a standard of respect and maintain it.
- this gives some of the direct and indirect advantages to your team/company.
- **respect and trust** on the team/people in the company/organization.
- mutual trust is very essential factor for the success of your project.
- assign matching work to the people.
- **open door policy** or democratic structure of organization/company is good long living policy.
- establish a respectful environment.
- fulfill the need for influence,
- implement peer review programs to **create confidence and growth** in the team/company

Motivating professional and technical people

- motivate people/team with the consideration of competence.
- build task maturity and relationship maturity.
- motivate technical professionals **focusing on desired outputs**,
- hold frequent informal meetings,
- probe the **goals and standards**,
- suggest on **seeking advice**,
- be enthusiastic,
- involve the **most productive people**,
- ask to present work to seniors,
- let them make their **own plans and estimates**
- **have confidence and courage**

Be bold and the rest will happen soon.

Professional discipline

- intellectual discipline.
- **Personal Software Process**.
- focus on **disciplines** the professionals have learned during recruiting.
- train professionals if not suitable.
- treat training as part of their jobs.
- review performance after training.
- conduct postmortem after finishing project

Developing technical talent

- professional development,
- career moves,
- technical development needs,
- continuing management contact,
- career counseling

innovation

- afraid of risk of failure,
- apply reverse engineering,
- deliberate and evolve **new idea**s,
- full of the nature of **creativity**,
- capability of **imagination** and nerve,
- originate **vision**,
- the feeling of **champion**

Necessity is the mother of invention.

Team structure

- emphasize **teamwork** and **team creativity**,
- believe and do practices of **team support**,
- resolve structural conflicts, group ethics, group behavior.
- **Team Software Process**,
- **crystallizing team** to work as **jelled team**,
- **communication**,
- **team cooperation**,
- **quick decision**,
- **transparent management**,
- **reward and recognition to team**

Software development is a cooperative game.