

Month to month I hear a statement like "I know you are busy, but I really don't know what you do all day". Or assumptions like "all you do is deal with escalations" and "you must spend so much of your time in 1:1s".

I was challenged by a few in my team to write down everything I did in a day. The resulting list was surprisingly long. Manager roles vary from company to company, role to role and person to person. Taking this into account, I wanted to share what my average day looks like. In the spirit of opening the curtain to reveal the behind the scenes of a manager role.

In any given day, a manager will solve several problems. Anything from asking someone to move a vital calendar invite that was double booked. To navigating a severe gap on a project amongst many stakeholders with different goals and insufficient time and budget. Even though the problem list is long. It doesn't mean it is all doom and gloom. We enjoy solving dynamic, complex problems or helping others solve them.

We try not to view them with an emotional lens. Problems are just puzzles waiting to be solved. We focus on solving small issues quickly and breaking big problems down into solvable pieces. We include the right people to assist with brainstorming or solutions and attempt to minimise any impacts the problem might cause.