MANAGEMENT SPEECH

FOR

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Hello everyone!! These past several weeks here at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ have been exciting, informative and challenging, to say the least! (**If you have any managers or teachers to acknowledge, you can do that here**). I would like to thank the training team of \_\_\_\_\_\_\_\_\_\_\_\_\_ (**name the store**) and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (**head of the management program**) and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (**supervisor or anyone else you want to acknowledge**) for providing this great program and for recognizing our potential as managers. Of course this has all been in preparation for **actual professional** experience, which, I am sure, will be even more fast paced, challenging and professionally rewarding, and believe me, I am thankful to have had the opportunity to be a part of a program through an employer like \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, one that invests its resources in the future, and that future is **you and me**, my fellow co- managers!!

I am thrilled to have been elected class leader by this group. I hope you all know that I accepted the position on behalf of all of us. It’s not just me up here; **you’re here too**. Together we’ve been through a rigorous program, the goal of which is to prepare us for big responsibilities. We’ve been selected because we have demonstrated potential. We will graduate to store managers because we express interest, willingness, and an openness to take on responsibility, keep our minds open, and be ready to learn and do the necessary work required of a leader.

We are about to begin a new phase in our careers. Although we will most likely be separated and assigned to different stores, remember **we are a team**. We have already formed a network of encouragement and moral support. As a team we will work to demonstrate our collective and individual skills and talents. We are going to be handed assignments to manage stores on a very large scale. Some of us will have as many as three hundred employees under our supervision. We will have to take all that we have learned, mix it with our determination and potential, and show our fellow employees, supervisors, and most of all our valued customers, what **true** **service** means.

An article appeared in Forbes Magazine a while ago that discussed the top qualities found in an effective and successful leader. These qualities are timeless and they exist within all of us. It is our responsibility to know we all possess this “leadership tool kit,” and when and how to use each “tool” most effectively. The qualities included

* **Honesty**- let’s face it; whether in work or in life, we are nothing without our word and integrity,
* **The ability to delegate**- it’s a manager’s job to lead. It will be up to us to develop the skills to establish a clear overview of systems, employees, and excellent customer care and know how to make all of the parts run smoothly…. while demonstrating the determination to achieve financial success for the company.
* **Effective communication**- this is key. We are nothing without mastering the skills involved in effective communication on every level with every interaction. This involves so much more than just talking. It involves **really listening** to people- all people, empathizing, and sensing how to take the most effective action in any situation. This takes practice, but it is so important to treat others as you would want to be treated, and that is with **respect.**
* **Commitment and Confidence**- being a manager requires us to be “all in.” Commitment is ownership. It’s knowing each one of us is responsible for all that goes on in the area to which we have been assigned. Confidence is not arrogance. It is willingness to do the job while having faith in yourself and your abilities.

Other points mentioned were **Creativity**- we must all learn to think on our feet- literally. We will be faced with many challenges. It is up to us to practice looking at the whole situation while addressing the details. Whoever invented the phrase “creative problem solving” must have been a store manager; because I have a feeling he or she knows we will be tested! (**Wait for the laugh**). A great leader also has **intuition**, a **positive attitude**, and the innate ability to **inspire**.

I know we all have what it takes to be successful, effective, motivated leaders. The management positions we are about to fill are the culmination of lifetimes of experience. You may think that’s weird, but although we may be young, we have been preparing for this all of our lives. In every experience we have in life we are either the “seller” or the “buyer.” Our lives are spent in service- to our families, our teachers, our friends and our employers, and now it is our turn to inherent the reins and take charge in our respective stores.

Although it may seem like we are just beginning on these new endeavors, we bring a lot to our assignments. We are eager, we are willing, we have unique and fresh perspectives and we have an excellent training program to use as our foundation in our new careers. I want to congratulate this team of future managers that will soon graduate and move on to our new responsibilities and again I want to thank and acknowledge all of the staff at \_\_\_\_\_\_\_\_\_\_\_\_\_\_ for sharing and inspiring us with your experience, patience, and wisdom. Thank you all!