

NEW MANAGER REALITY CHECK

BECAUSE NO ONE SHOULD HAVE TO
WING PEOPLE LEADERSHIP FROM DAY 1.



COLLABBWAY



STOP WINGING IT. START LEADING PEOPLE PROPERLY.

So... you got the promotion. It's a big moment and also slightly terrifying, because let's be honest, no one actually teaches you how to lead people.

One minute you're doing your job well. Next minute, you're responsible for people. Not just tasks. People, work conflict, employee challenges, performance concerns. Different personalities. Awkward conversations.

Tension you can feel but don't know how to name yet. And the support?

"You'll figure it out."

"Just have the conversation."

"You've got this."

"We believe in you."

Cool. But also... not that helpful.

COLLABBWAY



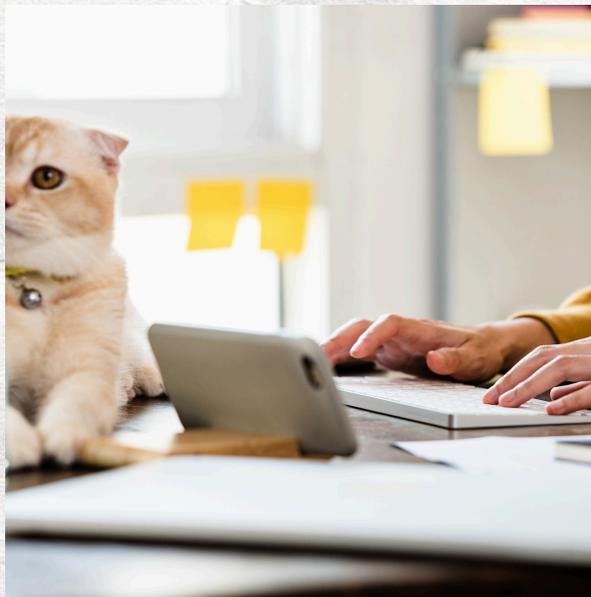
LET'S GET REAL FOR A SECOND

What part is actually tripping you up right now?

- Giving feedback without sounding harsh
- Someone in your team being a bit off, but you're not sure how to raise it
- Trying to be liked while also needing to hold standards
- One loud voice in meetings, one silent one
- Someone pushing back and you freezing or overexplaining
- The one person who always rolls their eyes when you're introducing a new initiative.
- Replaying conversations in your head at night.

If you're thinking 'yep... all of that', you're not behind. You've just stepped into the part of leadership no one teaches properly.

HERE'S THE SHIFT MOST NEW MANAGERS MISS



Leadership isn't about sounding like a leader. Sure, you want to show you know what you're doing and understand the work. But here is the biggest manager secret. It's about how you show up in small moments.

Because those moments shape everything:

- trust
- behaviour
- culture
- respect
- influence
- performance.

Not the big speeches. The everyday conversations.



OK, SO WHAT ACTUALLY HELPS

Without a doubt, no more theory. Not trying to be **perfect**. Remember this part - not trying to be perfect! This is a common area where managers get caught out.

To get you started, I have a few practical capabilities I'd like you to focus on. I call these relational behavioural skills (technical word micro-skills), and here is the good news: *you can use them straight away - like right now!*

1. Get clear early (don't assume)

A lot of tension comes from people working off different expectations.

Try saying:

- *"Here's what good looks like for this."*
- *"Let's make sure we're aligned and understand the endpoint before we run with it."*

Clarity = less confusion, less frustration.

2. Say things sooner (not later)

Avoiding something doesn't make it go away. It just makes it heavier.

Try:

- *"I'm sensing something isn't right. I might be wrong, but can we talk about it?"*
- *"I want to check in before this becomes a bigger issue."*

Early conversations are easier conversations.

3. Talk about the behaviour, not the person

This is where a lot of managers get stuck.

Instead of making it personal:

- *"I want to talk about what happened, not what you did."*
- *"This is about getting clearer, not blaming."*

People stay open when they don't feel attacked.

4. Don't jump in and fix everything

I appreciate that you care, and I understand you want to show you are competent. But over-helping creates dependence, and can activate a culture where you do everything.

Try:

- *"What have you already tried before?"*
- *"What do you need from me vs what can you own?"*

Support them, don't take it over.

5. Don't jump in and fix everything

You will get things wrong A LOT. But your secret skill in the workplace and in your personal life is trust repair. What builds trust is what you do after.

Try:

- *"I don't think I handled that well. Can we reset?"*
- *"I was a bit direct yesterday. I want to come back to it."*

That's leadership. Not pretending it didn't happen.



*This is my personal favourite
micro-skill!
I call it mopping up.*

WHY THIS STILL FEELS HARD

Even when you know what to do, real conversations don't happen in a calm, perfect environment.

They happen when:

- you're under pressure
- you don't have time to think
- the other person reacts unexpectedly
- you second-guess yourself mid-conversation.

That's where most managers get stuck. Not because they don't care or are unsure. Because they don't have support at the moment.

(07)

QUICK PAUSE



Which one of these micro-skills do you need most right now?

Pick one.

Over the next week, try to practise conversation around this skill. And remember, don't try to fix everything at once.

Now let's talk about communication (because this is where most things fall over)

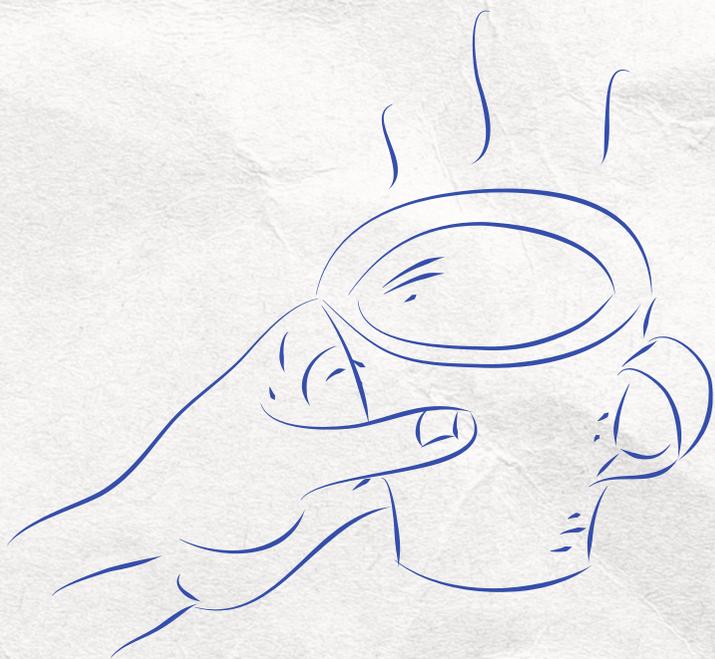
You explain something clearly. You think it makes sense, and your team still looks confused. Or nothing changes. Sound familiar?

That's because people aren't just listening for information. They're trying to make sense of what it means for them.

When you communicate change, people are silently asking:

- Why is this happening?
- What does this mean for me?
- What do you need from me right now?

If you don't answer those... they fill the gaps themselves. Usually with stress or resistance.



USE THIS SIMPLE STRUCTURE- WHY - WHAT - WHAT NOW

1. Why (make it make sense and increase motivation)

"We're making this change because things are getting messy and creating extra work."

2. What (be clear)

"From next week, we're using one shared system instead of three."

3. What now (give direction)

"For now, I need you to start using it and flag anything that doesn't work."

That's it

Clear. Human. Actionable.

Everyone receives and processes information differently, so we need to ensure our communication is targeted for everyone to process. Some people might need individual follow-up, so check in on them as well.

Quick check

Which step do you tend to skip?

- The why
- The clear what
- The what now

That's usually where things break down.

WHY THIS MATTERS

Motivation doesn't come from hype or being liked. It comes from:

- clarity
- feeling considered
- knowing where you stand
- acknowledgment of the reality.

When people understand what's happening and why, they move.

The bit no one really talks about...

Self-doubt. At some point, you've probably thought:

- "Am I actually ready for this?"
- "Everyone else seems to know what they're doing..."

You're not the only one.

Be honest for a second

Have you caught yourself:

- avoiding a conversation
- overthinking what to say
- softening things so much that nothing changes
- waiting until you feel more confident.

That's not a capability issue. That's what happens when you've got responsibility without the right tools.

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HERE'S THE REFRAME

You don't need to feel confident to lead clearly. You want to lead clearly to build confidence.

It comes after. Not before.

So what now?

If you've made it this far, you already care about doing this well. That matters.

What collabbWAY does

collabbWAY helps new and emerging managers lead people properly from 1.

No fluff. No 'just be more confident' advice.

Just practical support that helps you:

- understand you as a leader, and your team
- handle real conversations
- reduce the emotional load
- build trust without losing accountability
- lead change without creating resistance
- feel steadier in the moments that matter.

Keen to chat more about your development, hello@collabbway.com.au

YOU DON'T HAVE TO DO THIS ALONE

Most managers are expected to lead people without ever being properly supported. So they:

- overthink conversations
- avoid things they know they should address
- carry the pressure on their own.

Coaching changes that. It gives you:

- space to think clearly before conversations
- support to navigate tricky situations
- language that actually fits your style
- a way to lead that feels natural, not forced.

If you're ready to lead these moments more confidently, let's work through it together.

Book a 1:1 coaching session to work through a real situation you're dealing with right now.

A LITTLE TRUTH FOR YOU

**YOU DON'T NEED TO BECOME SOMEONE ELSE TO BE
A GOOD LEADER.**

**YOU NEED TOOLS, LANGUAGE, AWARENESS,
AND SUPPORT THAT ACTUALLY MEETS YOU
WHERE YOU ARE.**

And if no one's said it yet.
You're not underqualified. You're under-supported.

Welcome to the collabbWAY

