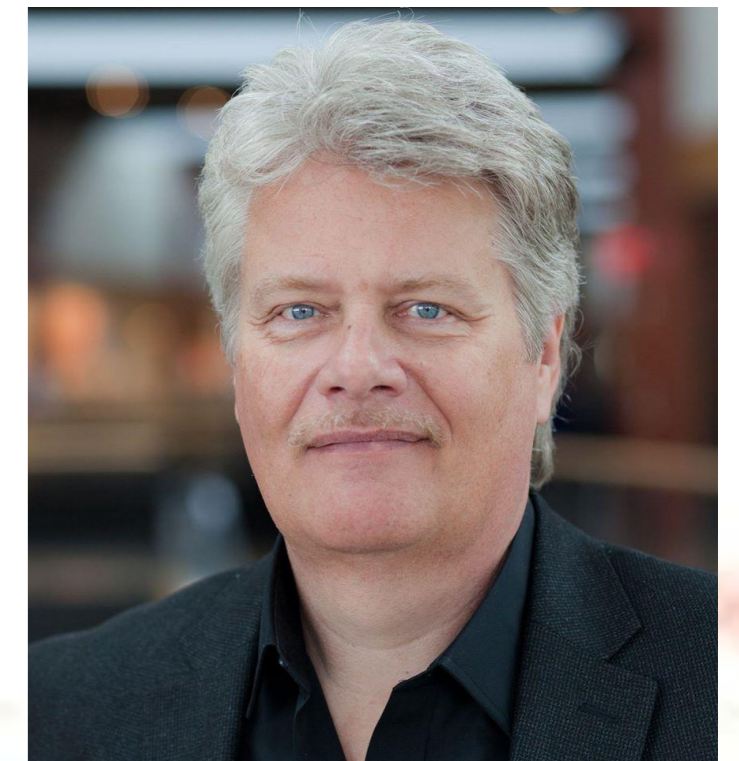


# The Low Authority CAD Manager How to Win the Game Despite a Lack of Power

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# Quick bio ...



Mechanical Engineer

Semi-Pro Guitarist

Private consultant since 1991

Cadalyst Magazine contributing editor

25-year AU speaker

9 time SU speaker

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# All the Responsibility: No Authority?

**Sound familiar?**

**How do we deal with this common problem?**

**How do we work towards getting authority?**

**Let's see some strategies that work.**



“Sometimes you just have to be a CAD Manager Superhero”



**Be the Go To Resource**  
**(Let people see how smart you are)**

# Be the Go To Resource

- Its all about competency
- Users go where the solution is
- Users follow/respect competency
- Demonstrate your competency ...



# Marketing Yourself

- You must advertise your skills
- You must evangelize
- You must lead technically
- Want people to listen? Give them a reason.
- And this all includes your boss ...





**To get people's attention you need to show them what you can do and how you can lead.**



# **Use User Groups**

**(Helping users help themselves)**



# User Groups

- Share tips/tricks/methods
- Get buy in for standards via demonstration
- Show them a better/easier way
- Let them decide to adopt the approach ...

# How to Start

- Pot luck lunches
- Information exchange sessions
- Get others to present ideas
- Force users to step up ...



# The Goal

- To get users motivated
- To share best practices
- To bring users together
- To demonstrate your leadership ...





**Building group cohesiveness makes things like standards compliance and training programs work a whole lot better. User groups are the way to start building that esprit de corps.**



# **The Suggestion Box**

**(Ask people what's wrong and they'll tell you)**

# Start a Suggestion Box

- Make things better by asking users “how”
- Listen and read between the lines
- Tie this into your user groups
- Foster a “we can do this better” culture ...



# Manage the Process

- Keep suggestions in confidence if asked to
- Allow anonymous suggestions
- Take all suggestions seriously
- Act on great ideas
- Share credit where appropriate ...





**Users have a way of finding improvements that CAD managers have a hard time thinking of. By sending the message you're listening users will trust you more.**





# Mentoring Others

(Building the new you while leveraging yourself)

# Mentoring Others

- You build friendships that endure
- You build your network
- You build relationships with other departments
- You increase your visibility
- You train those who can help you ...



# Leverage via a Trade

- I teach you - but you help me
- Your time for their time
- Delegate/train low value tasks
- Free yourself to work on better things ...





**You'll never get more done unless you get some help right? It's up to you to build that help system and mentoring is the only way to do it without hire/fire authority.**



**Partner with Resellers/Consultants**  
**(They truly are happy to help you)**

# Reseller Partnering

- Partner up – why not?
- You can't do everything yourself
- They want to work with you!
- You'll learn something ...



# Partnering Ideas

- Tech support
- Custom training classes
- User group presentations
- Beta opportunities
- What else ...





**Nobody in management cares WHO got the results they just care that things GET DONE. Better to use outside help and succeed than flounder on your own.**



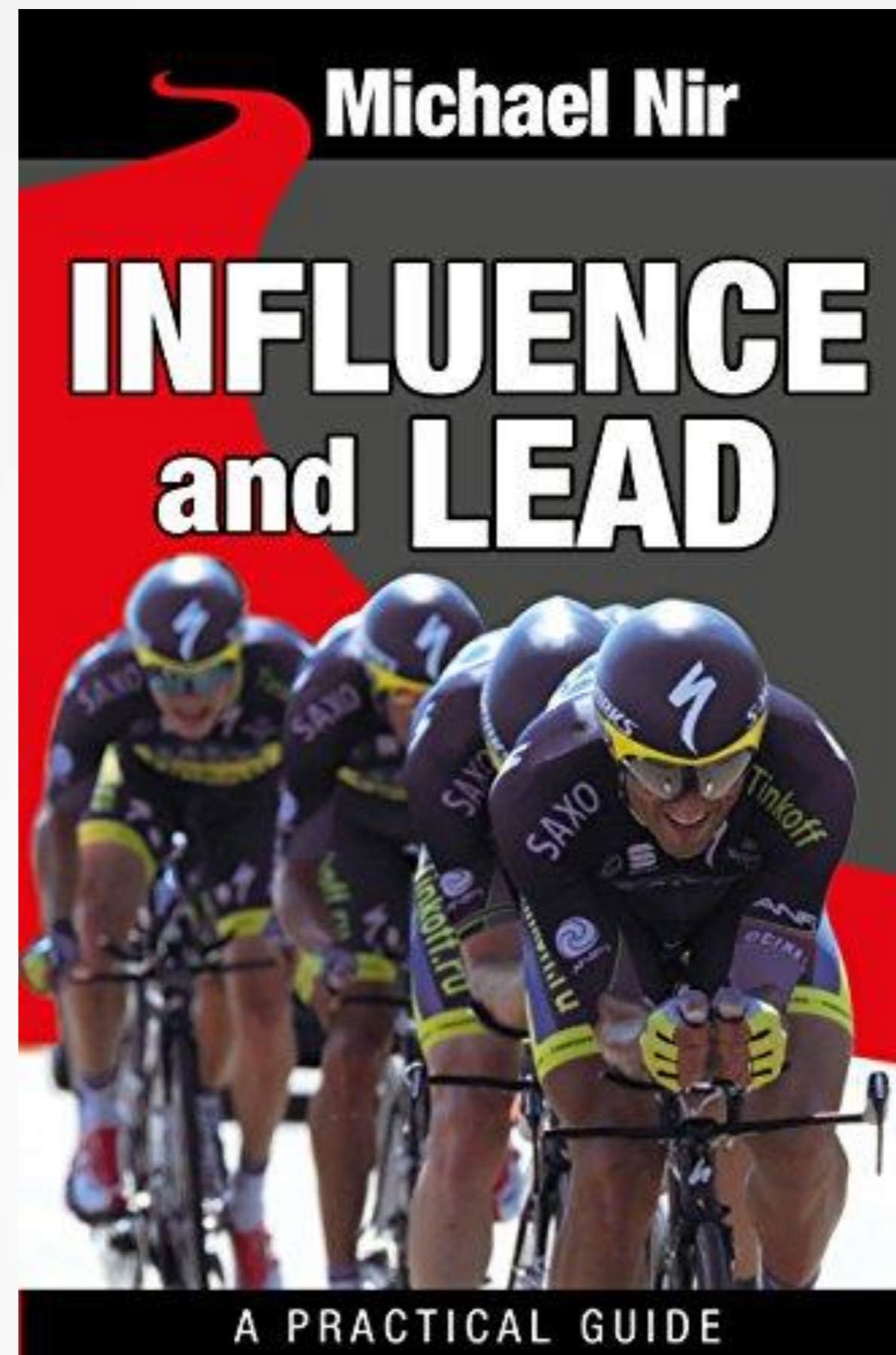


**Investigate Improvement**  
**(If not you then who?)**

# Instigating Improvement

- Be the “Squeaky Wheel”
- Ask: Why are we having problems?
- Facilitate the conversation and listen
- Act if empowered to do so
- Make things better for users if you can ...





# Read This Short Book

Influence and Lead

by Michael Nir



**Combine listening to suggestions with an investigative mindset that solves problems and your users will LOVE you! (And management will enjoy the results as well if you tell them.)**



**Become “The Optimizer”**  
**(How can we make things work better?)**

# Make Troubleshooting Work

- Why do things break? Figure out why!
- Then show users why it broke
- Talk to PM's about what broke
- Take a proactive approach
- Not “Why are things always breaking” - flustered
- Rather “Let's make things better” - constructive ...



# Argue for Practical Standards

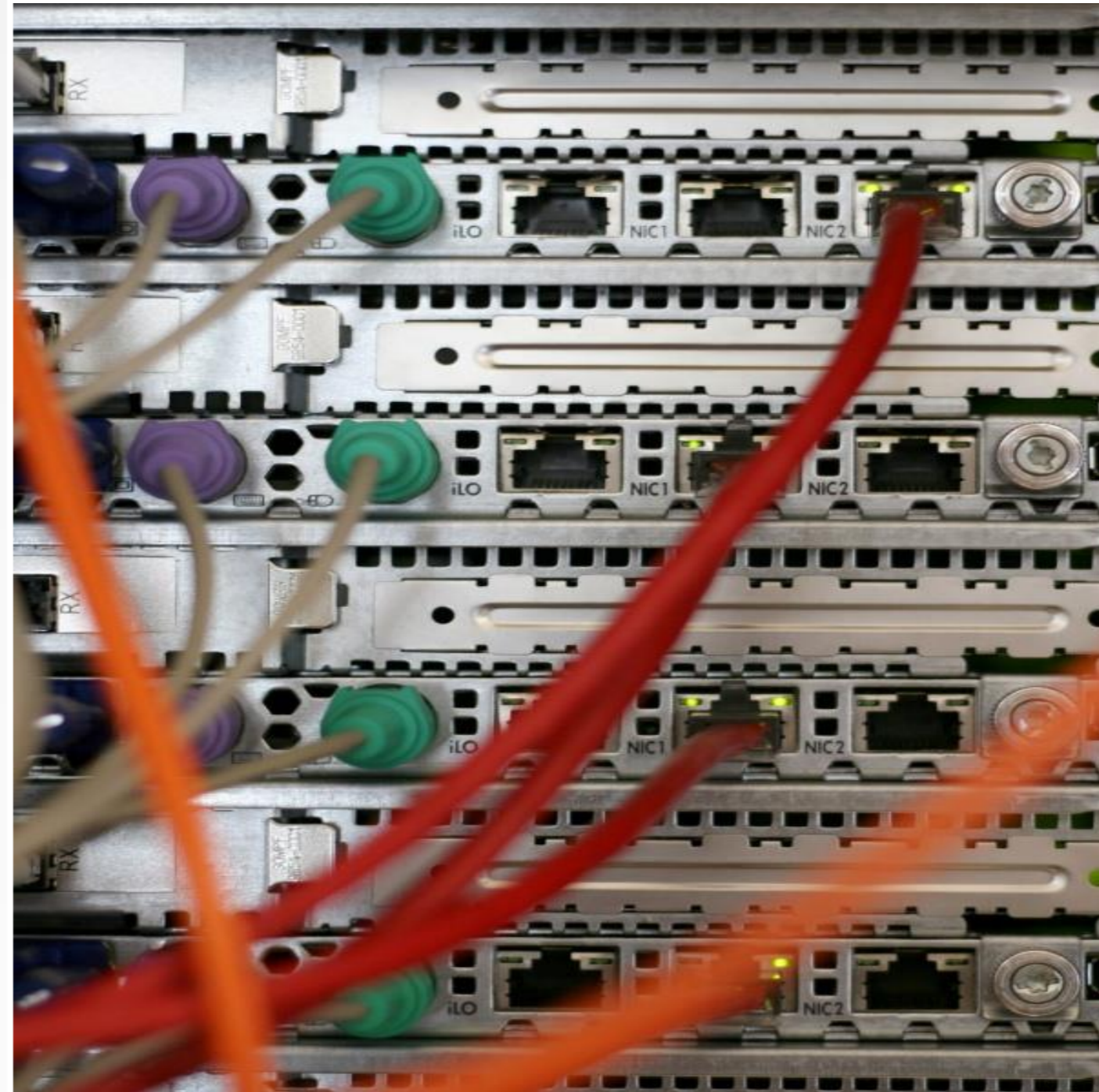
- Let's not break things anymore!
- Let's learn from our mistakes and make problem solutions our new standards
- We can only get better if we work smarter!
- Convince users, PM's and managers by evangelizing for standards ...





**Both managers and users respect a “can do” attitude that seeks to get things done faster while increasing quality and saving money. There’s no down side to being The Optimizer!**





**Become “The Hub”**  
**(So you always know what’s going on)**

# Become the Hub

- Keep tabs on the problems
- Keep tabs on the solutions
- Establish broad departmental contacts
- Learn more about software tools as you do so
- Become the logical center of knowledge ...





**As you know more things, more users and more departmental workflows it becomes obvious that you're a super CAD manager. This is when you can make the leap to empowerment.**



# **Work Towards Authority**

**(Demonstrate leadership and watch the change happen)**

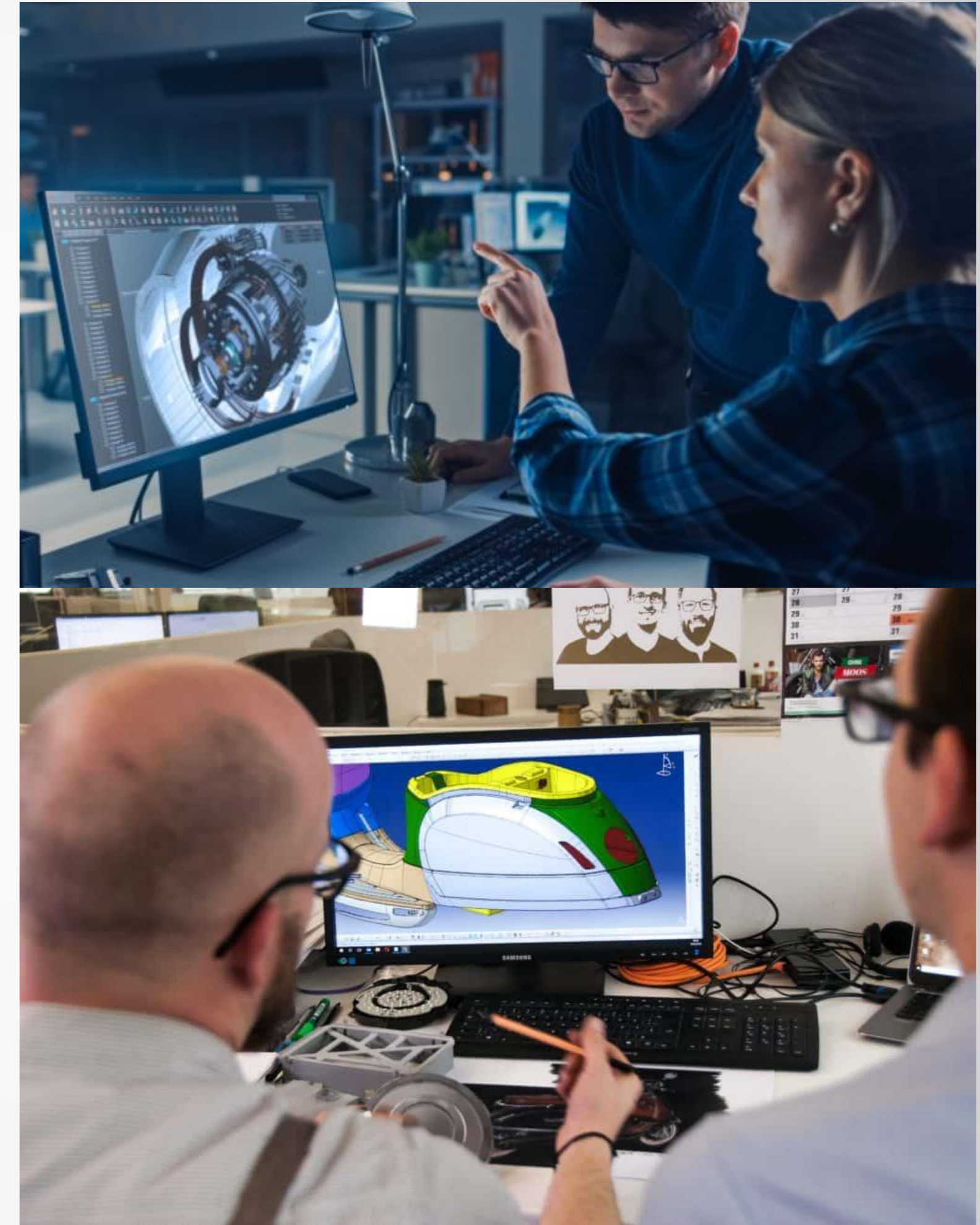
# Keep the User's Attention

**Make things easier**

**Implement their ideas**

**Form user groups**

**Be a user advocate**



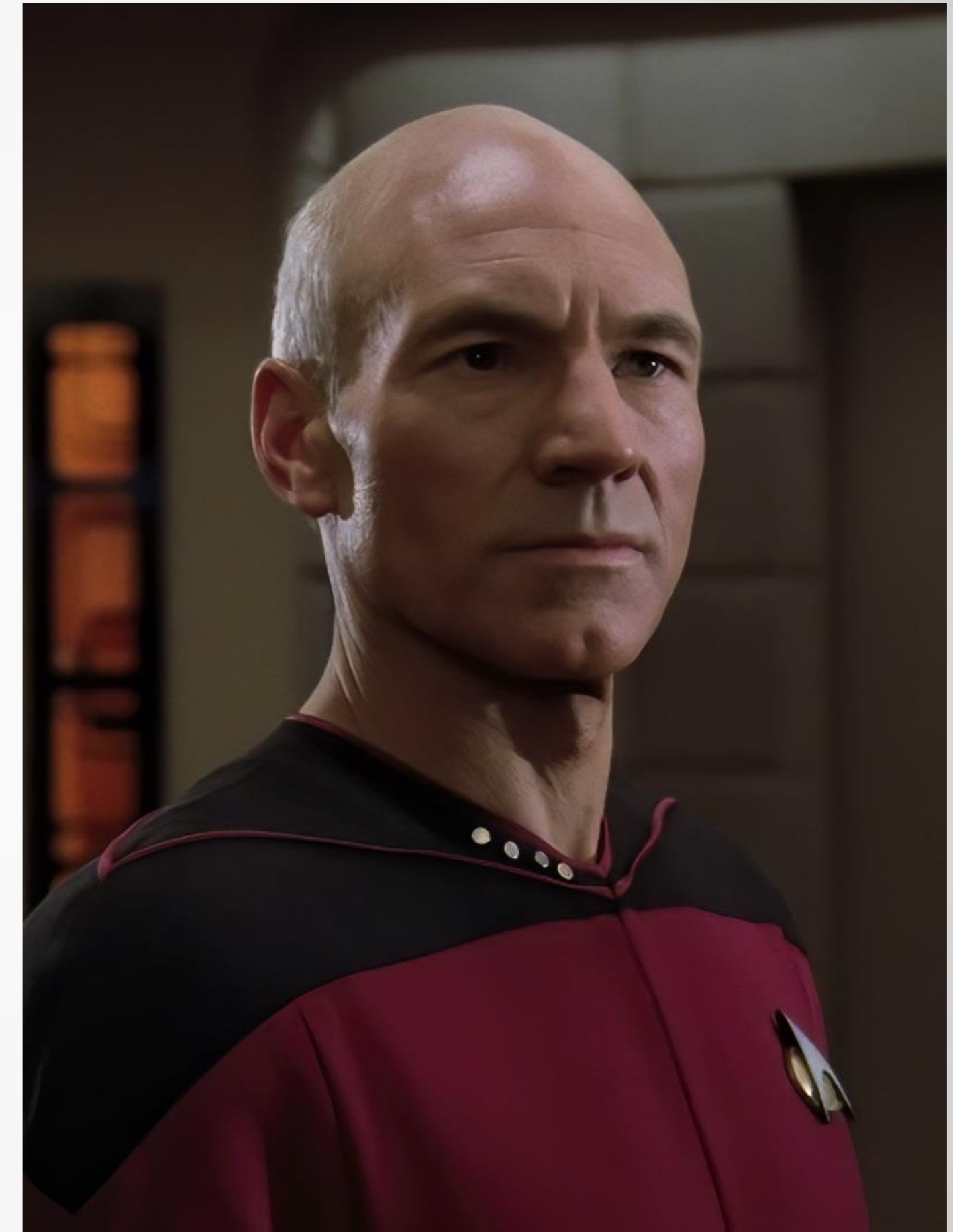
# **Get the Boss's Attention**

**Optimizing processes**

**Saving time**

**Saving money**

**Empowering users**



**DON'T  
QUIT**

**Change Takes Time**  
**(Nothing gets done unless you persist)**



**“Do these things, and succeed you will!”**

**- Yoda**



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