



The Peer-to-Peer CAD Manager

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Quick bio ...



Mechanical engineer turned CAD manager

Private consultant since 1991

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All the Responsibility with 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 Superman”



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. Your management team needs to know this as well. Market yourself!



Using User Groups

(Helping users help themselves)

User Groups

- **Share tips/tricks/methods**
- **Get buy in via demonstration**
- **Show them a better 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 that you're listening users feel better supported.



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 ...**



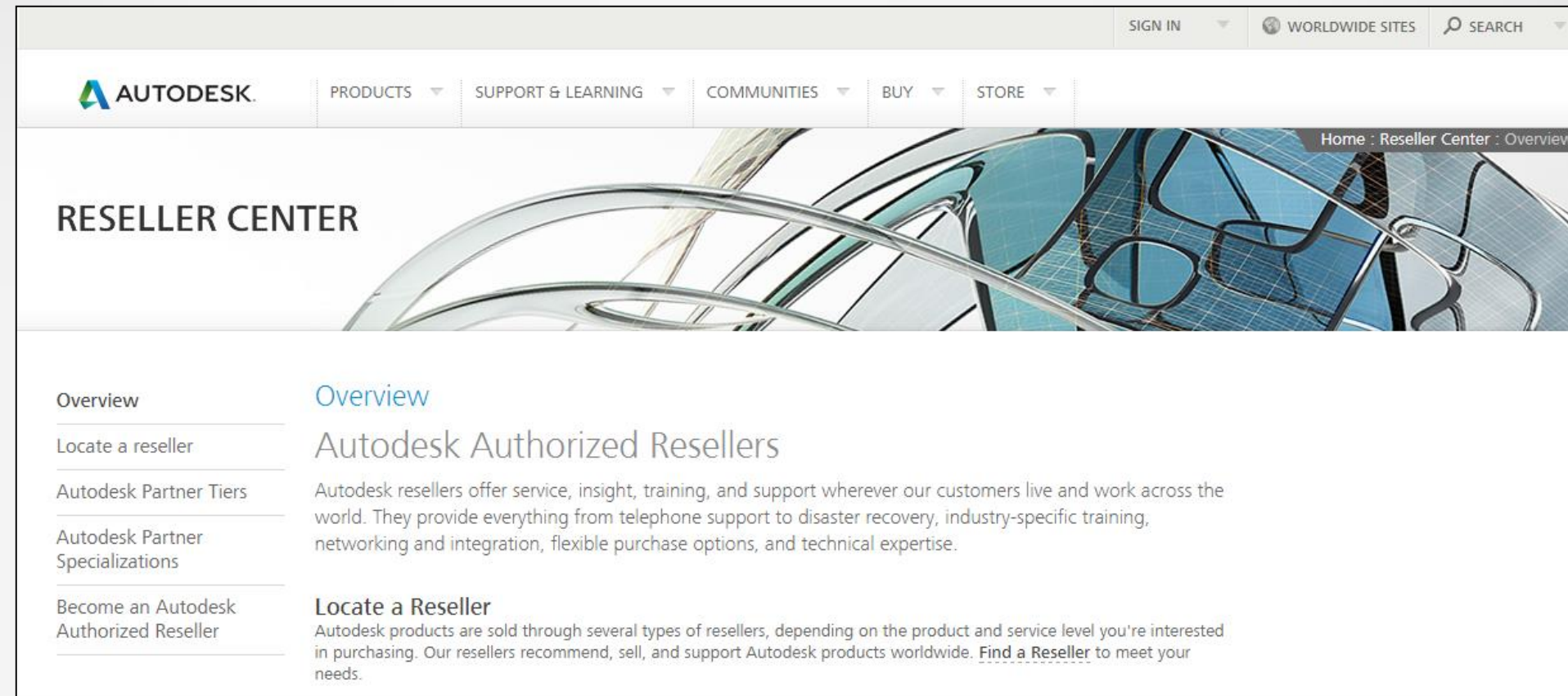
Leverage via a Trade

- 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?
- Leverage yourself
- They want to work with you!
- You can't do everything yourself
- You'll learn something ...



Partnering Ideas

- **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.



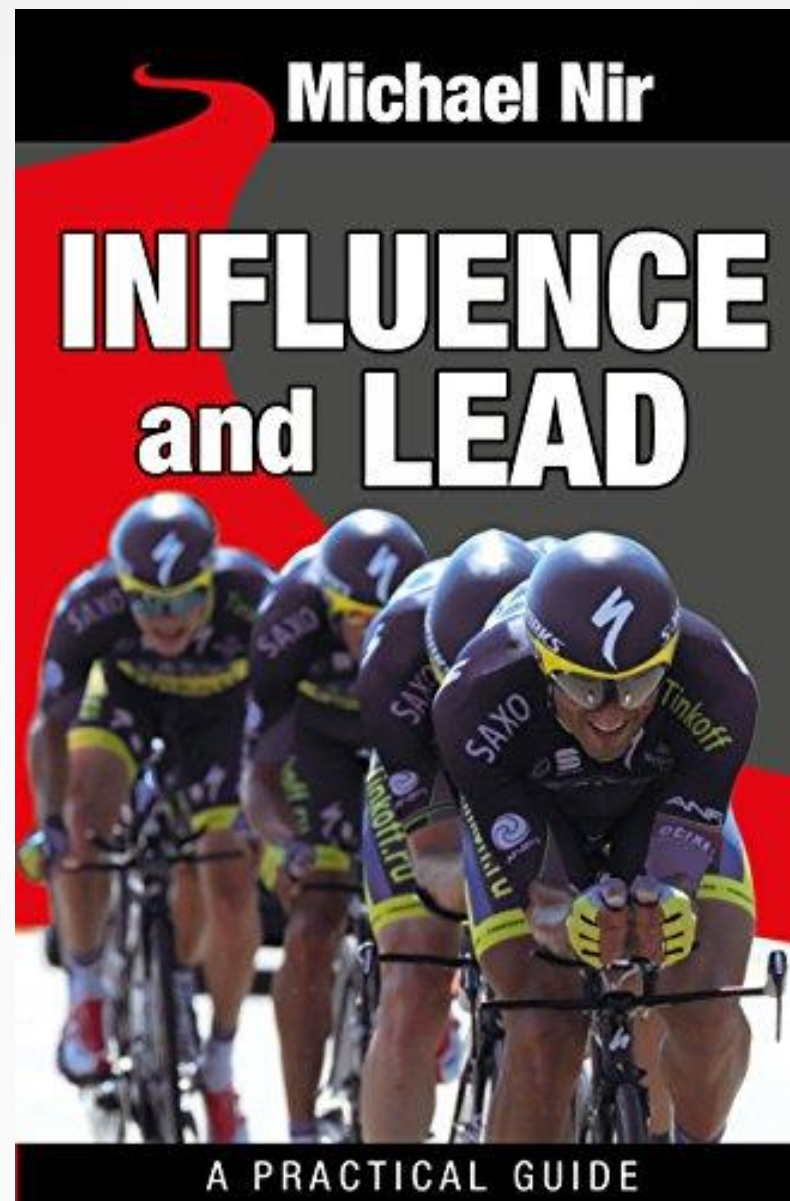
Investigate Improvement

(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 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.)



Becoming “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 ...**



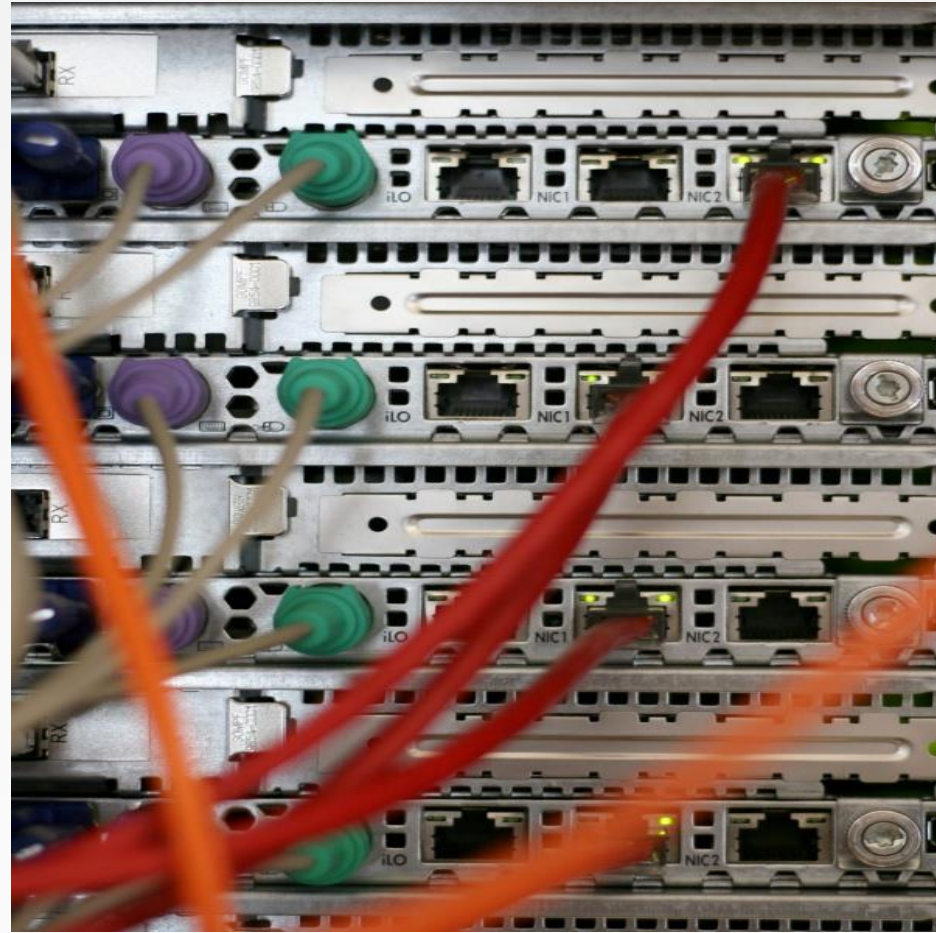
Argue for Practical Standards

- **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

(Take charge and watch it happen)

Keep the User's Attention

Make things easier

Implement their ideas

Form user groups

Be a user advocate



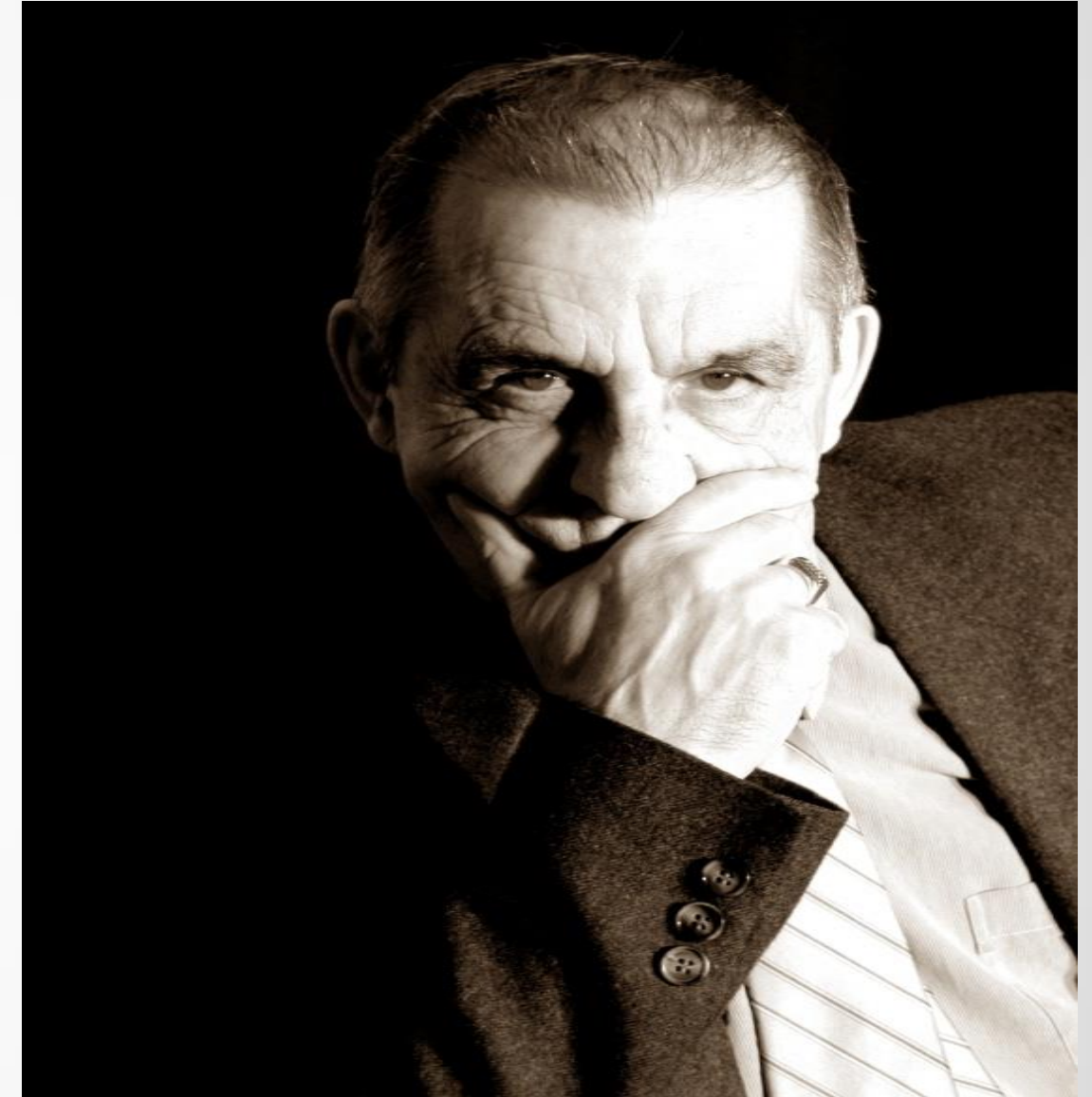
Get the Boss's Attention

Optimizing processes

Saving time

Saving money

Empowering users





Stay in the Ring

(Nothing gets better unless you do)

Two Rules

Rule 1: Never quit, keep pushing.

Rule 2: See Rule #1

It may seem like a struggle at times but persistence over time wins!





“Do these things, succeed you will!”

- Yoda

Thanks for Attending!



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