

Quick Guide: How To Drive Forward the Support Role

What will you be doing in five years? In ten years? As the role of support staff evolves to meet ever changing working practices and business needs, so must you adapt. And while you may not be able to plan for the future, you can at least prepare for it. Here are the **top ten tips** to help you drive forward the support role:

- 1. Talk to your manager:** they can help you develop your role by delegating to you. But first, identify which parts of your manager's role and tasks are of interest to you and suggest ways to help with parts of it.
- 2. Set up regular 'drive time'** with your manager. This is time when you can each share aims, objectives and targets then find ways to help each other achieve them.
- 3. If you don't already have key objectives** to achieve this year, set some for yourself then get agreement to them from your manager.
- 4. Ask to be involved** (and suggest ways to make it happen) in business activities, projects, team briefings or meetings and external events. Even if nothing happens just yet, you will have sown the seeds of willingness.
- 5. Don't be kept in the dark** – insist on being kept well informed. This way your job will make more sense and your internal or external clients will benefit from your knowledge and involvement.
- 6. See everything as an opportunity** rather than a threat. There is always going to be room for improvement and change.
- 7. Discuss the way you work** with your team and your manager and make suggestions for change.
- 8. Act as a sounding board** to help solve problems or introduce change. Even if you don't have any solutions, bouncing ideas around will help find them.
- 9. Always tell yourself (and your manager) what you can do.** Not what you can't. Focusing on what's possible enables change, new ways of working and new responsibilities.
- 10. Remember** that if you aren't in control of your role and your future, someone else is.

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