

# 16

## Week 16 Focus: Operating In The Matrix – Matrix Management 101

by Jennifer Britton,  
Potentials Realized - RemotePathways.com

### Focus Question: What matrix teams are you part of? What makes it work?

#### Description

Four Keys for Making the Matrix Work:

1. Create Shared Expectations. Given that your staff member will be managed by two or more sets of people, creating shared expectations among the three (or more) of you is key. Who do you report to on what? What does success look like to all the parties involved? What are everyone's various expectations and priorities? How do these align? Conflict?
2. Clarity. Clarity around roles and responsibilities, reporting relationships, goals and who does what is key in successful matrix management. Taking time to be extremely clear is key to success. Having a plan and process in place to address lack of clarity issues can also be important.
3. Checking assumptions. Given that matrix management relationships often occur at a distance, it is important to check the various assumptions. Assumptions about priorities, flow, pace, quality may be a starting point for discussion on a regular basis.
4. Frequent touch points and adjustments. Regular and frequent touch points amongst the three parties can be very useful, along with an understanding that regular adjustments will need to be made. In my former world of work, I usually tried to aim for quarterly or semi-annual three-way meetings (both supervisors and employee). While this took some planning time, it was often identified as a critical success factor.

Originally published as <https://www.potentialsrealized.com/teams-365-blog/teams365-594-matrix-management-4-keys-to-making-it-work> Who do you have in your relationship web?

#### Activity

Note the conversations you want to have with those you are in matrix relationships with. When are you meeting as a group of three? What are the things you want to have discussion around?

#### For more on this topic check out:

Teams365 blog posts on this topic over at Potentials Realized.com - <https://www.potentialsrealized.com/apps/search?q=matrix>

Including:

- Teams365 #595 – Matrix Teams – Where's the Loyalty?
- Teams365 #596 – Matrix and Goal Setting
- Teams365 #602 – Matrix Management – Top Tips

**"A good plan today is better than a perfect plan tomorrow."**

Proverb

#### Did you know...

According to the Global Integration Blog, a Gallup survey in November 2015 found that the more people were matrixed – the more they had multiple reporting lines and the more they worked on multiple virtual teams – the higher their levels of engagement." Matrix Management is the secret to great leadership development.

The Global Integration Blog - <https://www.global-integration.com>