

# The Nakazawa Management Starter Pack

manager insisted on giving me a high amount of direction while having insufficient domain knowledge. I eventually chose to leave that team. In most cases, the right course of action is to aim at building trust quickly.

One person who used to report to me taught me the value of trust and creating win-win situations not just by being incredibly patient with me but also by sharing a [wonderful small game](#).<sup>5</sup> Here are the three primary takeaways:

- Trust keeps relationships going.
- Incentives must be non-zero-sum, and situations must have win-win situations for every participant.
- A large amount of miscommunication will lead to trust breaking down.

## Embrace Change

This priority purely exists as an important reminder: Change requires hard work and is usually out of my comfort zone. I like stability – I mean, most people don't like the rug being pulled out from under them all the time. Yet, change tends to happen, and it's necessary to keep in mind how it affects people. Different people will react differently, have various concerns, and take different amounts of time to process change. Managers should handle transitions by informing people individually in 1:1 chats and looking at the positive outcomes a change may enable. **A messaging plan** helps deliver the news.

For example, let's say there is an organizational change like a manager change or a re-org that will impact a team. I – or the relevant management team – will prepare a messaging plan to communicate the changes. It usually contains information about the transition, various written announcements to be shared with different groups, a timeline detailing the roll-out plan, and a list of anticipated questions and talking points. While

The image shows a web browser's developer console and a Chrome 90 update highlights section. The console is open, showing a message 'Console was cleared' and a list of messages: '1 message', '1 user mes...', 'No errors', 'No warnings', '1 info', and 'No verbose'. The console also shows 'undefined' and a cursor. The Chrome 90 update highlights section is visible at the bottom, featuring two items: 'New CSS Flexbox debugging tools' and 'New Core Web Vitals overlay'. The 'New CSS Flexbox debugging tools' item includes the text 'Debug and inspect CSS Flexbox with the new CSS Flexbox debugging tools.' The 'New Core Web Vitals overlay' item includes the text 'Visualize page performance with the new Core Web Vitals overlay.'