

Member's Quarterly

Winter 2025 Edition

President's Message

Management Lessons from Ted Lasso

Every manager could watch this TV series and learn

I don't watch much regular TV. I agree with the popular assessment that there's really not much on worth watching. There are some exceptions, especially on streaming services that we all discovered during the pandemic lockdowns. One that I particularly enjoyed was the popular series "Ted Lasso" which was about an American football coach who somehow gets hired as the manager of a professional soccer team in England.

The show is entertaining and witty, but personally speaking, the real appeal was the interaction between the manager/coach and the players. I'm not the first one to notice this, but there are definitely management lessons to be learned by watching Ted Lasso deal with the players on his new team.

The main character is played by Jason Sudeikis who has been given some great lines and quotes that every manager should hear. Three big takeaways that I found useful: practice empathy and support, lead by example and a positive approach, and have honest and open communication, especially when things aren't going well. I know it's a fictional character in a fictional TV program, but there's an authenticity and a resonance that comes from practicing these attributes that I think can carry over into our real working lives.

Lasso or Sudeikis, and I am giving the actor credit because he helped develop and write the series, practiced what he preached, which I think makes it even more realistic. He talks about collaboration, inclusiveness and diversity and then delivers that in his work with the soccer team. Is he always successful? Absolutely not. However, he remains true to his core beliefs and principles and somehow things work out fine in the end, regardless of wins or losses.

Perhaps one of the biggest achievements of Ted Lasso as a manager is that he is able to create a positive working environment. That is not easy when you are dealing with highly paid prima donna athletes who make more money in a week than the rest of us make in a year - and with all the egos and ambitions that they bring with them. He still manages to do just that and even improves morale and productivity while doing it. That is something every manager would like to achieve.

Finally, and not surprisingly, Jason Sudeikis as Ted Lasso is a master communicator. He practices active listening and provides empathetic and positive feedback. He doesn't shy away from dealing with the tough stuff or calling out poor performance, but he always has a way for the person to listen, learn and grow through the process. As a manager, Ted Lasso is who I want to be when I grow up.



Nathaly Pascal
RPR, CMP, RPT
President

Nathaly Pascal is President of IPM [Institute of Professional Management]