

HOW TO SELECT A PROGRAM MANAGER

The SoapBox Program Manager is the engine that keeps your program running. Here's what you need to know about the role so you can find the best person to fill it!

What does a SoapBox Program Manager Do?

- Assigns all inputs that have hit the vote threshold to the right leader for consideration.
- Meets regularly (monthly or bi-weekly) with leaders to check in on the status of active initiatives and make sure they are meeting their engagement standards
- Works with the Internal Communications team to deliver on the sustained communications plan.
- Shares program highlights, stats and product updates with all internal stakeholders.

How can you be a Rock Star Program Manager?

- Train your leaders and Champions early so they can train others and promote the program to their colleagues.
- Understand your leaders' goals and proactively suggest Challenge topics for each of them.
- Know your organizational priorities and make sure employees understand the kind of input that will have an impact.

What value does the Program Manager provide?

- By keeping leaders accountable, they help close the feedback loop, ensuring that employees feel heard.
- By getting to know leaders and their goals, they can help them find the input that will impact their own priorities.
- By meeting regularly with their CSM, they stay up-to-date on SoapBox updates and best practices, ensuring that your program stays on the right track.

The best Program Managers are organized, process-oriented, and are comfortable influencing leaders to collaborate on SoapBox. SoapBox should be a tool that helps them do their job, instead of a side project that takes away from their day-to-day responsibilities.



See our [resources](#) in the support portal to learn more about how to run a successful SoapBox program.