

MANAGEMENT SKILLS

The main role of a manager in any organization is to get things done by the employees in order to achieve the organizational goals. To achieve the goals, a manager has to plan, organize, lead and control the available resources including the human resources of the organization. When the manager is involved in managing the resources, he needs to possess certain skills and qualities, so that he is able to perform his job to the best of his ability. Below is the management skills list, which includes some of the most important qualities that a manager should possess in order to be successful.

Business Management Skills List

Interpersonal Skills

A manager should be a peoples' person. He should have the ability to deal and work with people of different temperaments, backgrounds and educational qualifications. He should be well aware of what motivates each of his team members in order to bring out the best in them. A manager should be good at building relationships with all of his subordinates and be fair in his dealings with them, so that there are no ill feelings among the team members. A manager should be good at relationship and team building.

Communication Skills

It is very important that a manager be good at communication. A manager who is a good communicator is very aptly able to explain to his team members their individual jobs, as well as the main goal that has to be achieved by the team collectively. Along with being a communicator, a manager has to be a good listener too. A manager should give value to the opinions of his subordinates. If a manager is able to develop both of these skills, it will earn him the loyalty of his team members, as well as help in keeping their motivation levels high.

Decision Making / Problem Solving Skills

No list of management skills would be complete without decision making and problem solving skills. In a single day, a manager has to make a number of decisions with regards to people, procedures, certain situations, etc. A manager should thus have the capability to arrive at the right decisions after weighing the pros and cons of all the options. A manager should be a quick thinker, because there may be times when decisions have to be made right away. In such situations, a manager should know how to keep his calm, so that he is able to make the most appropriate decision.

Leadership Skills

Leadership skills are a must for any manager. A leader is a person who motivates, guides and leads his team members, and provides them with the right resources so that goals can be achieved. A leader recognizes the strengths and weaknesses of all his team members and allocates them tasks accordingly. A good leader is one who empowers his team members to act independently if the situation demands. A manager should possess all these leadership skills to be successful.

Technical Skills

Since the majority of organizations today depend on computers and software to carry on their activities, it has become mandatory for managers to have adequate knowledge of computers and other technical skills, along with the basic management skills. Also, a manager should be well-versed in the usage of tools, equipment, etc. needed in his work.

LEADERSHIP SKILLS

Integrity

Integrity means honesty and more. It refers to having strong internal guiding principles that one does not compromise. It means treating others as you would wish to be treated.

Many experts believe that a solid sense of right and wrong, and strong guiding principles are the most essential and basic of all leadership skills or characteristics. Integrity promotes trust, and not much is accomplished without trust.

Integrity is a skill to the extent that we see it in action. But it goes much deeper than surface actions. It is based on one's guiding beliefs and values, and is an important example of an essential leadership quality.

Integrity (or lack thereof) is reflected in thinking, attitudes, and actions. People can't directly see your level of integrity, but they judge it pretty accurately on a gut level based on your actions and your words.

Vision / Strategy

A leader must have a clear idea of where his organization is going beyond this month's results or this year's budget. Where is it going in the long term? Even tactical leaders must be clear about this and need to refer frequently to the vision, mission, and values of the organization in their communications with others. Vision is another example of an essential leadership quality.

Communication

The chief complaint of employees in nearly every organization of all types, whether large or small from any industry segment, is "lack of communication". Communication in the context of leadership refers to both interpersonal communications between the leader and followers and the overall flow of needed information throughout the organization.

Leaders need to learn to be proficient in both the communication that informs and seeks out information (gives them a voice) and the communication that connects interpersonally with others. Communication is another leadership skill that must be cultivated by all leaders.

Relationships

Networking (the art of social "schmoozing") is also a relationship skill. Relationships develop from good interpersonal and group communication skills, but relationship skills also goes deeper.

A leader who likes dealing with people issues, who can initiate and deepen relationships with others, has a great leadership advantage. This is a leader who can build a team and achieve impressive results.

This kind of leadership is based on personal power (the right kind of power), not position power. Relationship building is an example of an essential leadership quality.

Persuasion

The ability to influence others and cause them to move in a particular direction is a highly important skill in leadership. In fact, leadership is often defined as the ability to persuade or influence others to do something they might not have done without the leader's persuasion.

Your ability to be persuasive is directly related to how much people trust you and how good your communication and relationships are. Persuasion (also called "influence") is a good example of an essential leadership skill.

Adaptability

Adaptability and flexibility in not being bound by a plan are important success factors in leadership today. The leader must move easily from one set of circumstances (the plan) to the next (the plan is not going as expected) and take them all in stride, even when the circumstances are unexpected.

The good leader has to embrace change and see it as opportunity. The leadership skill of adaptability is another example of a critical skill.

Teamwork

No one person can do it all. That's why a team, comprised of others with different skill sets, is essential. A leader must know how to build and nurture such a team. A good leader knows when to be a leader and when to be a follower.

The best leaders are good followers when that is what is needed. Building teamwork is another essential leadership skill.

Coaching & Development

Developing others is an important role for a leader. Encouraging others to expand their capabilities and take on additional assignments is part of the leader's responsibility. Leaders who feel threatened by the capabilities of others are challenged in this area. Coaching and development are essential skills all leaders must cultivate.

Decision Making

A leader must be able to wade through information, comprehend what's relevant, make a well-considered decision, and take action based on that decision. Making decisions too quickly or too slowly will impede your leadership effectiveness. Decisiveness is another example of an essential leadership quality.

Planning

Planning involves making certain assumptions about the future and taking actions in the present to positively influence the future. To plan means to focus more strategically. Plans are important for guidance and focus, but plans can seldom be cast in stone. Planning is an excellent and necessary leadership skill.

The above leadership skills, when taken together, can be used effectively to produce outstanding results and good relationships in any organization.