

EFFECTIVE MANAGEMENT

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Abstract

Developing effective management skills to deal with specific challenges and problems of each organization is the urgent needs of many businesses and organizations in the global competitive environment, rapid changing of technology and environment. The new tendency of training and development of successful organizations over the world today is developing effective skills in dealing with specific challenge of their own organization to reach their own mission and objectives in the new organization that characterized by networked, flat, flexible, diverse, global organization.

“*Effective Management Skills*” to help people and organization improving their own effectiveness and efficiency. Globalisation and rapidly developing technology shows we are in a period of intense competition. Proper management is vital in these complex environments. The quality of manager and effective management styles can determine the culture of the organisation, the productivity of its staff, and, ultimately, success or failure. A manager should have the ability to direct, supervise, encourage, inspire, and co-ordinate, and in doing so facilitate action and guide change. Managers develop their own leadership qualities and those of others. Management utilises planning, organisational and communications skills. These skills are important in leadership also, but even more so are qualities such as integrity, honesty, courage, commitment, sincerity, passion, determination, compassion and sensitivity.

An effective manager should have the following skills.

1. **Creative Problem Solving Skills:** (1) Describing and analyzing a problem, (2) Identifying causes of a problem, (3) Developing creative options and choosing the best course of action, and (4) Implementing and evaluating effective and efficiency of the decision.
2. **Communication Skills:** (1) Listening skills, (2) Presentation skills, (3) Feedback Skills, (4) Report writing skills.
3. **Conflict Management Skill:** (1) Identifying sources of conflict – functional and dysfunctional conflicts, (2) Understanding personal style of conflict resolution, (3) Choosing the best strategy for dealing with a conflict, and (4) Developing skills in promoting constructive conflicts in organization and teams.
4. **Negotiation Skills** (1) Distinguishing distributive and integrative negotiations, position and principle negotiation, (2) Identifying common mistakes in negotiation and ways to avoid them, (3) Developing rational thinking in negotiation, and (4) Developing effective skills in negotiation that benefits all parties involved.

5. **Self-Awareness and Improvement:** (1) Understanding the concept of self-management, (2) Evaluate the effectiveness of self-management, (3) Developing creative and holistic thinking, (4) Understanding the importance of emotions in works as well in self-development, (5) Understand of self-motivation, and (6) Effectively managing self-learning and change.

There are certain other qualities required for a good manager to manage his staff.

Planner:

A Manager has to take a long-term view; while a team member will be working towards known and established goals, the manager must look further ahead so that these goals are selected wisely. By thinking about the eventual consequences of different plans, the manager selects the optimal plan for the team and implements it. The manager ensures that work is not repeated nor problems tackled too late, and that the necessary resources are allocated and arranged.

Provider:

The Manager has access to information, which the team needs. The role of a manager is important because authority, which the manager holds uniquely within the team and the manager, must exercise the power for the benefit of the team for the effective productivity.

Protector

In any company, there are problems, which can deflect the work force. The manager should be there to guard against these and to protect the team. If a new project emerges which not given an impossible deadline. If someone in your team brings forward a good plan, you must ensure that it receives a fair hearing and that your team knows and understands the outcome. If someone is in your team has a problem at work, you have to deal with it.

Inspires a Shared Vision

An effective manager is often described as having a vision of where to go and the ability to articulate it.

Qualities of a Manager

Good Communicator

The ability to communicate with people is the most important skill by managers and team members. The Manager is also the team's link to the larger organisation. He must have the ability to effectively negotiate and use persuasion when necessary to ensure the success of the team and project. Through effective communication, manager support individual and team achievements by creating guidelines for accomplishing tasks and for the career advancement of team members.

Enthusiasm

If Managers are negative - they bring staffs down. Manager with enthusiasm, with a bounce in their step, with a can-do attitude. Many people tend to follow people with a can-do attitude. Enthusiastic Managers are committed to their goals and express this commitment through optimism.

Competence

Managers will be chosen based on their ability to successfully lead others rather than on technical expertise, as in the past. Having a winning track record is the surest way to be considered competent. Expertise in management skills is another dimension in competence. The ability to challenge, inspire, enable, model and encourage must be demonstrated if managers are to be seen as capable and competent.

Ability to Delegate Tasks

Trust is an essential element in the relationship of manager and his or her team. You demonstrate your trust in others through your actions - how much you check and control their work, how much you delegate and how much you allow people to participate.

Cool Under Pressure

In a perfect world, projects would be delivered on time, under budget and with no major problems or obstacles to overcome. A leader with a hardy attitude will take these problems in stride. When leaders encounter a stressful event, they consider it interesting, they feel they can influence the outcome and they see it as an opportunity.

Team-Building Skills

A team builder can best be defined as a strong person who provides the substance that holds the team together in common purpose toward the right objective. In order for a team to progress from a group of strangers to a single cohesive unit, the leader must understand the process and dynamics required for this transformation. He or she must also know the appropriate leadership style to use during each stage of team development. The leader must also have an understanding of the different team players styles and how to capitalise on each at the proper time, for the problem at hand.

Communicate the big picture.

If you want your employees to work hard and be committed to your business, you have to keep them in the loop. Open communication helps foster loyalty and gives employees a sense of pride. It helps them understand how their work contributes to the company's success.

Delegate work and responsibilities

Some employees, share their workload with them and assign the work according to people's strengths and weaknesses, and let employees develop their own good work habits and abilities.

Help employees set goals

Setting deadlines and goals helps keep employees focused, busy and motivates them to do their work. Talk to each of your employees about the company's goals, and work with them to set individual goals directly linked to your business's mission. Make sure employees understand their professional growth path in the company.

Recognize problems

It is impossible to know about personality conflicts, lagging productivity or other problems in the office if you have your head in the sand. If you notice a change in an employee's work habits or attitude, try to get to the root of the problem before it starts affecting the rest of your staff.

Effective dealing of Problems.

The first step in dealing with a problem employee is to identify the trouble. Many times, a simple, honest talk with an employee will dissolve issues such as occasional tardiness or minor attitude problems. Coaching requires a manager to work one-on-one with problem employees or to assign another employee to work with the employee to overcome their shortcomings. The mentor should provide the employee with feedback and solutions for improving their performance. Coaching requires patience and a substantial time investment, but it can help modify an employee's behavior.

Poor performance

Poor performance is not always due to a lack of skills; the employee may simply be disorganized or sloppy. These habits can usually be corrected with proper guidance. If performance difficulties relate to a lack of skills, consider coaching or additional training.

Job incompatibility

In some cases an employee becomes a problem because their skills aren't compatible with their assigned tasks or regular duties. In this case, offering the employee additional training or assigning them a different set of tasks is usually the most appropriate course of action.

Sloppy work

When you notice that, an employee has made some errors, point out the mistakes to the employee and monitors their work more closely. If the problem persists, speak with the employee and detail the most serious examples of problems with their work. Remember to remain positive and focus on how important the employee's contribution is to the company.

Create an effective message

Consider the specific informational needs of executives, middle managers, supervisors and employees, and tailor your message to fit each audience. An effective message should also explain how your employees' day-to-day duties directly affect the company's performance and should touch on the values and pride of the employees. A direct, face-to-face interaction can help reinforce positive attitudes inspire employees and help them adapt to the change.

Listen to your employees

Employee feedback is critical in managing change. Holding focus groups with employees is a great way to gauge reaction and monitor the progress of change. You also can encourage employees to provide feedback through email or the company intranet. Communication is the cornerstone to successful change management. Talking to your employees is not a one-time event, and you need to reinforce your message by communicating early and often.

To be an effective manager you must know yourself, your strengths and your weaknesses, and those of the people around you. You must know your objectives and have a plan of how to achieve them. You must build a team of people that share your commitment to achieve those objectives, and you must help each team member to achieve their best which will be able to attain a common goal.

References

http://changingminds.org/articles/articles/effective_management.htm