



## Management Skills

### **Communication**

Being able to listen, understand, and translate what executive and staff are saying in order to ensure clarity and satisfaction. Things to pay particular attention to are a persons stated objectives as well as discovering their underlying drive.

### **Politics**

The agenda of individuals and groups are often competing. Being able to handle these affairs in a productive and positive way can form a large part of the management job. Forming alliances and friendships ahead of time can help smooth any later issues that arise.

### **Achieving Team Performance**

A manager is judged on the performance and success of the team in meeting the objectives of others. A happy and harmonious team that is ineffective in the eyes of the executive does not represent good management. Similarly a work group in which members second guess and don't trust other members to do their job is not working as a team. Keeping everyone's focus on outcomes is critical.

### **Self Confidence**

A manager must have and project confidence in their decisions and be strong in dealing with staff issues. Uncertainty and indecision will undermine success.

### **Administration**

Taking care of the mundane paperwork and administrative tasks is the primary management responsibility. Efficient handling of these day to day matters ensures that staff can get on with productive work, executive remain informed, and importantly that everyone gets paid.

