



Attributes of a Good Manager

Wikipedia.com says this about management:

“Management in all business and organizational activities is the act of getting people together to accomplish desired goals and objectives using available resources efficiently and effectively. Management comprises planning, organizing, staffing, leading or directing, and controlling an organization (a group of one or more people or entities) or effort for the purpose of accomplishing a goal.”

This seems like a pretty good start. In reality, the topic of management reaches far and wide into almost every area of business operations, but I can certainly address the key issues here.

Management goes hand-in-hand with leadership; however, the topic of leadership (discussed in another section of this book) is only one of many facets of the overall management picture. Managers should be good leaders, but there are many other things required of a good manager or management team.

Key Questions to ask about your organization:

- Does your company have multiple levels of management?
- Are all levels of management accountable for their own decisions?
- What formal structures are in place to keep all managers in the organization accountable?
- Is there a distinct group of people who function as a “senior management team,” and if so, what is their role and how are they accountable for the performance of the business?
- Is there a formal and fair system in your organization to allow for and facilitate employee complaints and problem resolution for issues involving employee-management disputes?
- Is there an “us versus them” mentality present in your organization with respect to employees and management, and if so, what formal structures encourage or discourage this mentality?

Below are some of the critical attributes a good manager should possess.

1. Compassion

For a manager to be successful, he or she should care about people and should enjoy interacting with people. Employees tend to work harder and show more dedication to

someone they like and someone who they feel a “connection” with. The ability to be compassionate includes empathy and sympathy for others, and this is a critical component of making a true connection. For others to care about you, they must believe that you genuinely care about them.

2. Sense of Humor

A good laugh often has a way of breaking down barriers and opening doors in venues where seriousness may not be the best approach. Someone who can laugh openly and take a lighthearted approach to difficult situations tends to fare better than the moody individual who cannot relax and smile. Laughter is therapeutic and can lift the spirits, so the ability to make others laugh can be a powerful asset in the successful manager’s arsenal.

Balanced, Fair, and Open-Minded

The successful manager should not favor any one individual over another in any respect not directly related to the job description or functions of the department or team; however, if one employee has unique skills that are required for a position, then that individual may be favored. This would be in contrast to an individual who the manager has a closer personal relationship with and is being favored for better positions or company resources as a result. The manager should be able to give credit where credit is due.

3. Consistent and Predictable

When a manager is consistent and predictable, the work environment tends to be more stable and productive. Employees are better able to make decisions based on what they believe is the right thing to do and that which will be supported and endorsed by the manager. As a result, less communication and micromanagement is necessary so productivity increases.