

Qualifications of a Good Manager

If managers are to be successful in getting the job done through others, they must also have certain qualifications.

Technical Knowledge

First, they must have a technical knowledge of the job for which they are responsible. That is, they must know and understand what the people under them are doing, and why.

The degree of technical knowledge a manager needs depends on what level of manager he or she is. If he or she is a foreman, supervisor, or a team leader, he would need more technical knowledge than if he or she is President or a Vice President in the organization.

Management Knowledge

Secondly, managers need to know how to manage, that is, how to handle the various aspects of their job and how to plan, organize, direct performance, manage information, so as to get the most out of their people and the resources provided to them.

The worker brings technical

knowledge into a management job since he or she is usually promoted because of his or her technical ability. However, managerial knowl-



edge is something that a manager must learn - either through self-development or formal training programs.

Leadership

Thirdly, the manager, to be successful, must be a leader - one who can inspire his people to achieve goals. One of the main ingredients of leadership is the ability to recognize that team members or employees are human beings, and that by treating them as such, the job can be done a lot easier.

If a manager can learn to be a leader, he or she will find that it is unnecessary to have

to drive his or her people, because they will work of their own accord.

As a leader he or she must also represent the interests and concerns of his or her people to management. With the workers expectations continually changing, managers are instrumental in retaining people in the organization.

Company-Oriented

The fourth thing managers must be is "Company-Oriented" - meaning, they must always be conscious of the fact they are part of management and the company's progress is their primary concern.

Company-oriented managers know and understand the company's objectives, and try to run their particular group so as to make the most contribution towards obtaining these objectives.

To accomplish this requires that the manager, whatever his or her level, is willing to support and carry out the various policies and procedures set up by those above him or her in the organization. The manager, then, must never lose sight of the fact that he or she is a part of the management of the company and he must always think and act as such.