## Elements 0f A Good Manager

1. **Good Communication** – Having good communication skills is vital to being a successful manager. If you can’t communicate your needs and expectations to your staff then you’ve lost the battle before you even begin. A good manager must be specific in what they want and be able to talk to their team in an effective manner that will get results.
2. **Industry Knowledge** – A good manager must know the industry that they are working in. You can’t lead others or delegate to them if you don’t know the industry in which you work. You have to know that they are doing the job properly.
3. **Good Organizational Skills** – A good manager must be highly organized and detail oriented. They need to be able to manage their time effectively. In addition they need to be able to prioritize tasks so that the most important things get completed first.
4. **Strong Team Building Skills** – A good leader needs to know how motivate and inspire their teams. A good manager knows when to praise, when to reprimand and how to reprimand and how to inspire them to achieve more than even they may realize they can achieve.
5. **Excellent Customer Service Skills** – A good manager needs to know how to work with the public. They need to be able to handle customers who may be upset with a product or service. A good manager knows how to de-escalate a situation and get it under control quickly while still maintaining the trust of the customer and keeping the integrity of the company intact.
6. **Self-Motivation** – A good manager is able to motivate themselves and work independently. They don’t need someone looking over their shoulder, telling them what to do every minute of the day. They can set goals for themselves and achieve them.
7. **Trustworthy** – A good manager is trustworthy. They can be relied on to get the job done and are seen as someone who is very dependable. They don’t need constant supervision because even when no one is around they are trusted enough to know what they need to do and to get it done.
8. **Conflict-Resolution** – A good manager has excellent conflict resolution skills. If a situation arises they have the skillset to defuse the situation. These situations can be volatile if not handled properly and quickly.
9. **Able to Accept and Promote Change** – Change is hard for a lot of people. Some people just don’t deal with change well. A good manager needs to handle change well and be able to foster the ability to accept the change in his team members. With a good manager in place change can be easier to accept by everyone around them.
10. **Dedication** – A good manager is dedicated to their position, their company and the people they work with. They believe in what they are doing. Dedication can foster a strong sense of “team” amongst the staff.

**Element of Good Management**

**START-UP CHALLENGE**

Think Big Start Small Scale-up

**ORGANISATION**

ORGANISATION IS A GROUP OF PEOPLE WORKING TOGETHER TO ACHIEVE A COMMON OBJECTIVE

**MANAGEMENT**

MANAGEMENT IS A PROCESS BY WHICH EFFORTS OF A GROUP OF PEOPLE ARE INTEGRATED, COORDINATED AND UTILISED EFFECTIVELY AND EFFICIENTLY TO ACHIEVE THE ORGANISATIONAL OBJECTIVE

**ESSENTIAL ELEMENTS FOR MANAGEMENT**

1. VISION
2. MISSION
3. OBJECTIVE
4. COMPETENCE DECISION MAKING LEADERSHIP ACTION

**1: VISION**

A VISION STATEMENT IS AN ATTEMPT TO CAPTURE THAT DREAM IN WORDS

A VISION STATEMENT TELLS US WHERE WE ARE GOING. VISION STATEMENT, TO BE WORTH ANYTHING, HAVE TO DIFFERENTIATE OUR COMPANY FROM THE COMPETITION. OUR VISION MUST CONNECT WITH THE HEARTS AND DREAMS OF OUR PEOPLE.

VISION FROM AN ORGANIZATIONAL PERSPECTIVE, VISION HAS TO HAVE FIVE COMPONENTS

1. A SENSE OF WORTHINESS.
2. AN ABILITY TO INSPIRE.
3. AN INVITATION TO SHARE.
4. CLEAR AND UNDERSTANDABLE DETAIL
5. ACHIEVABILITY.

**2: MISSION**

MISSION STATEMENT MUST ANSWER FOLLOWING QUESTIONS

WHAT IS OUR REASON FOR BEING?

WHAT IS OUR BASIC PURPOSE?

WHAT BUSINESS ARE WE IN?

WHAT IS UNIQUE OR DISTINCTIVE ABOUTOUR ORGANISATION?

WHAT DO WE STAND FOR?

**MISSIONELEMENTS**

TRUST

QUALITY

. FAIR DEALINGS.

CONTRIBUTION TO THE SOCIETY.

**3: CORPORATE OBJECTIVES :**

* ECONOMIC PERFORMANCE TO MAKE PRESENT BUSINESS EFFECTIVE .
* MAXIMISING OPPORTUNITIES.
* MAXIMISING RESOURCES.
* MAXIMISING RESULTS.
* ECONOMIC PERFORMANCE
* TURNING OBSTACLES INTO OPPORTUNITIES.
* CREATION OF A LEARNING ORGANISATION.

**4: COMPETENCE DECISION MAKING LEADERSHIP ACTION**

BUSINESS STRATEGY

INDUSTRY ANALYSIS

Economic

Technical

Political

Social, Cultural