**Managerial Skills Paper**

BMT-2070-NB-SP11

5/31/2011

Krista Frenton

C:\Program Files (x86)\Microsoft Office\MEDIA\CAGCAT10\j0149481.wmf

A wide range of managerial skills are necessary in order to become an effective manager in today’s society. Many skills and abilities influence work outcomes. Along with a manager’s qualities, skill development and the mastery of a certain body of objective knowledge are also required. The study of organization behavior is derived from scientific knowledge and applied practice. The study of organizational behavior is directly linked to managerial skills. The U.S. Department of Labor aims to make certain potential managers acquire the necessary skills to be successful in the workplace. The essential skills identified by the department are the following: resource management skills, such as time management; information management skills, such as data interpretation; personal interaction skills, such as teamwork; systems behavior and performance skills, such as cause-effect relationships; and technology utilization skills, such as troubleshooting (Nelson & Quick, 2010-2011, p. 13). Developing skills differs from acquiring objective knowledge because it requires structured practice and feedback.

An effective manager should be able to simultaneously lead, delegate tasks, and motivate their employees. Without these managerial skills a business cannot be ran productively on a day to day basis. Managers are often faced with ethical dilemmas and need to feel confident in being able to handle tough situations when they arise. The textbook states that the toughest problems for managers to resolve include employee theft, environmental issues, comparable worth of employees, conflicts of interest, and sexual harassment (p. 27). Strong leadership skills are very important as a manager. He/she should exert confidence in his/her ability to lead a team of employees to success. Good public speaking skills and being able to appropriately delegate tasks are also helpful. A company often has a code of ethics and this should be followed to ensure standards are being met on a daily basis. Although there is no universal code of ethics an individual code of ethics should be agreed upon in order to improve current standards.

Management is the study of supervising people and their activities in an organization. A successful manager should have integrity, be trustworthy, and dependable. In today’s society a manager needs to be counted on to perform their job effectively or they can easily be replaced. A dependable manager arrives to work on time and doesn’t misuse company time by slacking off. I’ve once been told by a manager that integrity is something you’re born with and can’t be taken away by anybody but you. It’s important for a manager to have the above skills and traits in order to set a good example for their employees.

In today’s diverse and technologically advanced work environment managers are faced with many challenges such as globalization. Globalization is a process of interaction and integration among the people, companies, and governments of different nations, a process driven by international trade and investment and aided by information technology (Globalization 101: A Student’s Guide to Globalization). U.S. managers and workers now have to compete with other countries whereas in the past business conducted across national borders was known as “international” activity. The textbook lists 3M, Dow Chemical, Coca-Cola, and other transnational organizations that operate worldwide and have diverse populations of employees (p. 17).

For a company competing in the global marketplace it’s important for a manager to understand diverse cultures. Diversity encompasses all forms of difference among individuals, including culture, gender, age, ability, religion, personality, social status, and sexual orientation (p. 22). Workplace customs can vary greatly so understanding cultural differences is extremely important. It can be very difficult to work abroad because of the potential language and cultural barriers. Communication and the ability to face obstacles are imperative skills when managing employees at locations across the globe. Microcultural differences are the differences within a culture and our also vital to understanding the global work environment. It’s predicted that by the year 2020, the workforce will be even more culturally diverse with more females and older employees than ever.

Terminating an employee can be difficult and is one of the downsides to having the responsibility of a manager, but it’s something that a manager has to be able to handle when needed. Also, in today’s society a manager is often responsible for interviewing and hiring numerous employees. It would be valuable to be able to determine whether a potential employee would benefit the company or not. A manager needs to know the necessary questions and topics to discuss during the interview process. They will need to convey their knowledge of the company in order to find the ideal individual for the job.

Organization and planning are also key skills to possess as a manager in today’s society. Planning and organization assist in creating structure in the workplace. When a manager is organized it sets a good example to his/her employees. If a manager is organized most likely his/her employees will follow suit. A business’s organizational structure helps in determining how well employee makes decisions and influences positive attitudes towards their work. A proper organizational structure can help reduce costs, and maximize its efficiency. Organizing and planning is necessary to accomplish goals. My manager believes in always being “one day ahead” in planning which helps reduce stress and concern when coming into the next business day.

Along with organization and planning a manager should motivate their employees constantly. Managers should gain knowledge about personality in order to better understand and relate to their employees. By empowering an employee it can give them more responsibility and motivation to perform their job efficiently. There are several ways an employee can be motivated. Rewards, monthly recognition ceremonies, or just a simple and sincere “thank you” are a few examples on how to motivate employees. In conclusion, it is not realistic that every work day will be perfect and free of problems, but by encouraging and rewarding employees for their good behavior it can increase productivity in the long run.

Once I’ve completed school and earned my degree I plan on going into management at my current place of employment. I’ve already expressed my hopes of being promoted within the company and feel optimistic about my chances. I’ve learned a lot from previous managers and my current manager which I believe will greatly benefit me in the future. I’m aware of what and what not to do to become a successful and effective manager. Part of being a manager means dealing with a variety of people on a daily basis. People skills are a very important quality to have for the profession I hope to move up in. The textbook states that managers must often work with people who possess a multitude of individual characteristics, so the more managers understand individual differences, the better they can work with others (p. 37). In difficult situations that come up the ability to listen and communicate with customers and employees will be very valuable. Emotions need to be kept in check while at work; personal problems should always be left at home. Being a successful manager is not easy, but it has many rewards. In conclusion, I look forward to becoming a successful and respected manager in the near future. I’m appreciative of the opportunity I’ve had this quarter to improve my views on managerial skills. In order to be valuable for the company I plan to manage for I aim on using these learned skills in my future career.

References

Nelson & Quick (2010-2011). *ORGB2 Student Edition.* Oklahoma State University & University of Texas, Arlington. p. 13, 17, 22, 27, & 37.

Globalization 101: A Student’s Guide to Globalization. *What is Globalization?* (2011). Retrieved from http://www.globalization101.org/What\_is\_Globalization.html