

HOW TO BE AN EFFECTIVE MANAGER

To be an effective management it is important that a manager first recognizes what is his / her role and functions.

It is equally important to have an understanding of what management is about. In applying it to the world of work, management can be simply described as 'getting what is required to have the job completed through the efforts of employees.'

An effective manager is said to be people centred, a motivator whose does not place a focus on giving orders, and a planner; who recognizes that pre-planning serves the useful purpose of helping identify potential problems, bottlenecks and solutions.

There are four core functions of a manager. These are, planning, organizing, directing, and controlling.

Managers are expected to demonstrate that they have the core skills for the job. The first of these would be the technical skills. This relates to a comprehensive knowledge of the job, which is important if effective planning, organizing, directing and controlling are to take place.

Secondly, there is the human Skill that is involved. This is the ability to effectively communicate with people at all levels.

Thirdly, there is what is known as conceptual Skill. This relates to being innovative.

What an effective Manager aims to achieve:

- Good management / employee relationship
- Good staff morale
- Satisfied employees
- Increased productivity
- Inspiring / motivating of staff
- Reduction in production cost
- Boost in production quality
- Improved customer service
- Being able to readily respond to customer demands
- Get the job done
- Hire the right employees
- Delegate authority
- Building a team approach

For one to be an effective manager, that individual must be able to demonstrate the ability to blend both management and leadership skills. As a manager it is important to focus on the execution of plans, the monitoring of results and resolving problems as they arise, but at the same time must have the capability demonstrate leadership, in order to energize employees to reach goals set.

Managers are required to use their skills and leadership expertise in building and maintaining staff and management morale and unity, and to safeguard against 'divide and rule tactics', that serve only to be counter-productive. Managers will tend work to minimized workplace conflict. The following are some of the strategies they would engage in the workplace:

Techniques to minimizing conflict in an unionized environment

- Create a clear vision.
- Team to share Management's goals
- Clearly communicate objectives
- Solicit input from employees
- Don't discrimination – fair and equal treatment
- Demonstrate credibility
- Earn respect / confidence
- Tell the truth
- Provide feedback
- Provide regular and frequent opportunities for employees to voice complaints, suggestions and questions
- Listen to employees
- Treat employees with humility, respect
- publicly recognize employees for their contributions and high performance and never take personal credit
- Let people know what is expected of them
- Stand behind your employees
- Management to be removed from spotlight

It is generally viewed that great effective leaders are not easily found.

Benchmarks of an effective Manager

- Tend to exceed expectations consistently
- Demonstrate a clear perception of what it is that they want and how to deliver it.
- They constantly record success.
- They understand how to motivate, delegate and follow up
- They can achieve almost anything
- Are usually well organized much
- They have the ability to think outside the box
- Are unafraid of taking new and untested actions
- Are not afraid of ruffling a couple of feathers in order to get work done

Ways to achieving effective management through the medium of staff motivation

1. Ensure that there is an awareness of all employees with the organization's mission and goals.
2. Clearly communicate your organization's objectives, and solicit input from your employees on what they can do to help achieve them.
3. Be there for your employees
4. Place a focus on employee development and retention.
5. Ask employees for advice in areas where they have expertise.
6. Involve everyone at all levels in the goal-setting and planning processes, particularly if they are responsible for the results.
7. Let people know what is expected of them, and do everything you can to make them successful.
8. Have an open door policy
9. Treat everyone fairly and with dignity and respect.
10. Give support to decisions taken by employees
11. Seek to reward / incentivize employees
12. Take time to listen carefully to other people's interests, opinions, concerns, and goals.
13. Meet individually with your employees on a regular basis, and provide individual mentorship
14. Find ways to enrich the jobs of your employees by increasing their authority or span of control.
15. Encourage employees to be innovative and to use their initiative
16. Give credit / compliment employees where it is due
17. Delegate responsibilities where possible
18. Include employees in the planning process and decision making.