

Member's Quarterly

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President's Message

Qualities of a Great Manager

Do you have what it takes?

What makes a great manager? That's a good question because there are not just one, two or even three qualities that make up what a person needs to be a great manager. Here's what I find to be a few of the basics.

You may have a million great ideas, but if you can't communicate them to individuals and teams in a way that they understand, you will likely fail as a manager. As much of a manager's job involves giving direction, getting feedback and sharing information, good communication skills are absolutely essential for any manager. Active listening is also important because it allows you to better listen to the ideas, opinions and feedback of your workforce.

Managers at every level of the organization must be able to motivate themselves. This is crucial because there will be times when you feel all alone, when the buck lands directly on your desk and you have to be able to respond properly. This doesn't mean that you always have to have a sunny or happy disposition. Sometimes, the issues you are dealing with will be very heavy. You must be able to push through the hard times to get to the other side.

Where are you going? That's what your team members want to know. Are you leading them to greater success and how do you plan on getting there? Every great manager has a vision of what they wish to achieve. You don't have to have all of the answers right now. In fact, it may be even better if your team can help develop the plan to get there with you. That way, they feel some ownership and a real connection to your vision.

The biggest challenge of all for any manager is getting your employees to follow you. As noted above, your team needs to be connected to your vision and committed to your plan to achieve it. How do you motivate them to come with you? Many ways will work and good managers try them all. They can include tangible benefits which are dependent on your budget. Always remember that your employees will be more motivated if you treat them with fairness and respect. Also, there is no budget required for fairness and respect.

Don't forget to give them recognition - words of praise and encouragement. This quality is truly priceless and will help you succeed in every aspect of your life.

Remember, great managers are not born. They are made.

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