

Demonstrating general management and presentation skills in the context of employ...

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Employee management Skills Demonstrating Employee Management Skill

For effective performance of an organization, managers are highly advised to consistently show excellent management skills while dealing with their employees. They are required to motivate their teams to make them perform consistently and instill in them the desire to improve as they cultivate in them the loyalty to colleagues, their leaders and the company as a whole. Here below are demonstrated some of the general management and presentation skills that are expected of managers in their endeavors to manage and regulate their employees.

Managers should realize it is not through barking orders and shouting at their staff to instill fear in them that give rise to managerial success (David, 2012). Such ways of management only create unmotivated and antagonized staff who then become unproductive. Intelligent communication is very important when giving directives to the employees. When emphasis is required, firm but respectful directives can be given in a good manner.

In a case where a manager has committed a mistake, it is only honorable that they own up to it. This instill a sense of responsibility in their management skill and they may gain credibility and trust by their staff. It is not appropriate that they try to pass the blame to other people. A manager who accepts responsibility is more likely gain support and respect from its staff than one who runs away from them. Such managers then find it easy to proactively correct their mistakes and make them never to happen again.

In a case where, in an organization, the sales of a particular month have risen, praising and rewarding the staff is a very noble practice for managers

to do. Most managers like taking credit and basking alone in glory as if it was their own efforts that made the sales to rise. There are many cheap ways of rewarding the staff that make them motivating and not necessarily interfering with the organization's budget. The manager will then build a good rapport with the staff that will help the organization realize even bigger goals.

The following case represents how managers are expected to apply good management skills when managing and regulating their employees.

John is a manager at Times Investments. Recently, when he found out that one of his staff had misbehaved in the office during his absence, it was very amazing how he handled the situation. Everyone expected that Charles, the junior staff who had misbehaved, would be punished or even be sacked. However, John summoned Charles to his office and pardoned him for the mistakes he committed and only urged him to prove to John, by working hard, that he is really apologetic. John said to him, " I know that everyone makes a mistake, but what you did is not right. I've decided to give you a second chance. But you have to prove to me that you're really remorseful." John then went through the work that was done by his junior staff while he was not around and he found out that the results were not exciting. The sales dropped by 10%. When he sought to know why, he realized that it was his mistake to have changed the sales strategy that seemed not favorable. He did not complain or blame it on his staff. However, he had a meeting with the staff members to find a way of correcting the strategy that was the mistake so that they never realize decrease in sales again. During the

meeting, John realized that one of the staff was not present. Where is Monica? He asked. One of the members reported that Monica had called him in the morning to inform him that she would not report to work since she was not feeling well. The manager then said that he will go and find out later at Monica's house how she was fairing and take her to the hospital if it was necessary. One month later, there was a 20% increase in sales. The manager was very happy to realize that. He gave the news to the staff members who then congratulated him. However, he was quick to tell them that the credit was theirs since they were the ones responsible for rise in the sales. He then asked all of them to meet over the weekend at a nearby restaurant for a treat and later on gave them tickets he bought for them to watch a football match and a movie for those who did not like soccer. Monica got back to work two months later due to her sickness and the manager talked to the organization to help her clear her bill and reinstate her in her position and gave her an assistant to help her with some of her duties that she could not attend to due to her illness.

Reference

David, B. (2012). Skills for effective employee management. American Express Open Forum, 1-3. Retrieved from <https://www.americanexpress.com/us/small-business/openforum/articles/top-5-skills-for-effective-employee-management/>

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