

Being a manager and a leader

[Profession](#), [Manager](#)



More specifically a leader can influence employee motivation, development of employees' knowledge and skills, shared beliefs and values, organizational structure, programs, systems, and the placement and use of resources to meet objectives (Yuk, 2010). An organization's success hinges on the managers, and how they interact with the employees. If a leader/manager cannot motivate the employees to achieve the goals set out then that means that the organization as a whole is not meeting the goals. I have worked for organizations where the managers did not have the skills to lead and it showed through the store's performance.

But yet when I transferred to a different store, the managers there were more focused, had wonderful leadership skills, and outstanding communication skills and the store was #1 in the district for sales, production, and overhead reduction. Not only had that but the store had the lowest turnover rate in the tri-state area. I attribute this to the management staff and their influence over their employees. Reference: Yuk, G. A. (2010). *Leadership In organizations (7th ed.)*. Upper saddle River, NJ: Pearson Prentice Hall. 2. What is a significant employee behavior issue managers confront?

According to organizational behavior theories, how should it be addressed? Organizations strive to promote positive, healthy working environments for their employees and customers. However, managers are confronted with behaviors in which this concept can be extremely challenging. Behaviors that do not follow organizational policy or norms can be identified as deviant workplace behaviors (Robbins ; Judge. 2011). Examples of deviant workplace behaviors are such: swearing, pushing chairs, yelling, or even physical

aggression. Behaviors such as this can destroy team cohesion, productivity, or financial wellbeing of an organization.

According to organizational behavior theories, noxious conduct such as deviant workplace behavior must be addressed. The manager is not only responsible for confronting these behaviors but is also charged with investigating the source of the discontent (Robbins ; Judge, 2011). Managers need to be cognizant of employee stress levels, intervene appropriately, and enforce a zero-tolerance for lateral violence (Stack, 2003). Battling deviant workplace behaviors is daring for even the best manager to tackle. However, managers will need to evaluate employee workloads and ensure duties are assigned 1 OFF managers must intervene at once.

Not investigating the origin cause for the poor actions will not bring resolution that is needed. Managers can also encourage vacations, De-stressing classes, as well as encouraging employees to seek employee assistance programs (Stack, 2003). References Robbins, S. P. , ; Judge, T. A. (2011). Organizational behavior (14th ed.). Upper Saddle River, NJ: Pearson/Prentice Hall. Stack, L. (2003, October). Employees Behaving Badly- How managers can recognize and combat employee " desk rage". HER Magazine, 48(10), 111-116. 1 . What is the difference between managers and leaders?

Is it possible to be an effective manager but not an effective leader? Provide examples. Managers want to get things done and have their subordinates perform better, compared to leaders who want to know what things mean to others, and how to get their followers to agree about what the most

important things are that need to be done (Yuk, 2010). I do believe that it is possible to be an effective manager while not being an effective leader. For example a person can be great at delegating what tasks need to be done, and assigning those tasks to operate efficiently.

But when it comes to a manager actually having the proper communication skills necessary to be an effective leader they can be lacking. With my first management position I was more concerned about getting everything done and getting it done quick to try and impress my bosses at district that I never really took the time to get my employees input about the tasks. I later found out that this was a big mistake, if I had taken the time and put in the extra effort to listen, and ask for their opinions I would have known that it would have been easier to do the tasks in a different order.

A few of my employees had been employed at the store for almost 10 years, so they knew the shortcuts to get the store re-sets done easier and quicker. I think that to be a truly great manager you also have to be a leader. But it is possible to be an effective manager but not an effective leader, you just won't be a great one. Reference Yuk, G. (2010). Leadership in organizations (7th ed.). Upper Saddle River, NJ: Pearson Education. 2. According to Robbins and Judge (2011), a leader must acknowledge three primary roles as a manager.

What are these management roles, and how do they affect the purpose, positions, and skills required by management? Provide an example from a current or past work experience that conveys these management roles.

Reference: Saddle River, NJ: Pearson Education. According to Robbins and

Judge (2011), a leader must acknowledge three primary current or past work experience that conveys these management roles. * Interpersonal roles * Informational * Decisional roles The purpose of the interpersonal role is to act as a figurehead, leader, and liaison (p.); one that others look-up to for a sense of accomplishment or guidance as well as a networking relationship, all of which build trust. The interpersonal role will put management in the forefront of the organization and community. Skills required will include the ability to clearly communicate to others as well as effectively direct and lead subordinates. The informational role as described by Robbins & Judge (2011) carries out three objectives; to collect and distribute market information; to represent the organization.

The purpose of this role is to realize customer trends and send that information back to those who can make the changes needed to remain competitive. Again, management will need to network effectively with others to better understand changing market trends. The skills will require management to understand what tools will be needed that would deliver the best source of information. The decisional role consists of four elements; the entrepreneur role; the disturbance handler; the resource locator; and the negotiator (p. 7).

The entrepreneur role will allow management to use the market information that he or she has gathered to better align the organization to remain competitive. The disturbance handler puts management at the forefront of critical issues that may hinder performance. The resource locator will require management to understand what sources will be needed, including human

capital, to accomplish the organization's goals. The negotiator role will require management to pull all of these resources together and to collaborate a way to be successful.