

The type of skills
managers need to
successfully manage
conflict in their
organiz...

[Life](#), [Emotions](#)



ABSTRACTThis paper aims to point out the skills that a manager should possess to be able to effectively manage his/her workplace.

This would point out some of the most common mistakes that are being committed by managers which result to his/her people being inefficient due to lack of motivation or otherwise. This paper also aims to emphasize on the role of a manager in terms of guiding his/her people to become efficient work tools in reaching the goal of the organization. Managers are people who have a great influence in the workplace since they are the people who get the organization going by being involved in the day to day operations of the company.

A manager can make or break an organization. As a person with great responsibility, a manager should make certain that before he takes on the role, he is prepared and certain that he is fit for the job. The skills required of a manager are: 1. Open-minded2.

Resourceful3. Unbiased4. Objective5.

HumbleA manager should be open-minded. A manager should avoid having a myopic view of any situation. A manager should always be ready to think out of the box, to think two steps ahead. A manager should anticipate different scenarios, always armed with a back up plan. The managerial position is very important in any organization since more often than not, managers are the second-level officers who are given the responsibility to deliver the required tasks. The top managers are the officers who oversee and approve of the works of the manager.

Thus, the actual work lies in the hands of the managers. Due to the crucial position that a manager occupies, the latter should not be guided by his emotions or with a restricted mindset. A manager should always be willing to take suggestions from others since he is working for the organization and not for his own glory. A manager should be resourceful. In these tough times, a manager should learn to cope with the global crisis that is being experienced by everyone, across the globe. A manager should learn to adapt with any changes that may arise in any given situation.

A manager should be resourceful in the sense that he should learn to maximize the resources that he has whether it pertains to financial resources, human resource or any available resource. A manager should be unbiased. Conflicts in the workplace arise when a manager allows his relationships with other people to get in the way of his work. A manager should not give preferential treatment to people, like his friends or a person with whom he owes anything.

The manager should always align his thinking in a way that he always thinks of the benefit of the organization first and foremost. When a manager allows his personal relationships and personal goals to get in the way, the organization will suffer. When asked to do a project or a task, he should not think that he is doing it to seek personal glory or that he is doing it for his ambitions, promotions or goals, he should always think what is good for the organization, since he represents the organization. A manager should be objective. More often than not, conflicts in the organization arise when a person allows his emotions to get the best of him. A manager should be

objective and not subjective. A manager should learn to compartmentalize his emotions and think that work is work. Opinions should be welcome in any discussion that would be for the good of the company.

Constructive criticisms should be a welcome topic in every discussion and the manager should accept these without being hurt since he should always think that everyone in the organization only has the best interests of the company. A manager should not allow his emotions to guide him and should always be level headed in taking suggestions from his colleagues. Humility in the workplace will be appreciated especially if it is exhibited by the manager himself. A manager should be willing to listen to his subordinates, to his co-workers, to his staff or to anybody who has an opinion. When a person is willing to listen to others, things tend to get accomplished more easily. No person has the monopoly of knowledge thus, a manager should be willing to seek help from others.

A manager should also be humble enough to own up to his mistakes and to acknowledge a job well done by his subordinates. These skills would allow a manager to perform his work better without any conflicts being experienced in the organization. The problem with ineffective managers often begin with themselves, a manager should look from within and his relationships with his people to be able to effectively alleviate any conflicts that may arise. The skills mentioned above touches on every aspect of the relationship that a manager has, beginning with his attitude. When a manager understands the role that he plays and when he puts it in his head that he working for the

organization and not for himself, then he would have no personal interests and would always work considering the organization as his top priority.

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