

## **Who is the Manager?**

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A manager is responsible for coordinating and leading teams in the organization and enabling and encouraging them to achieve the best results that ensure the growth of the organization.

### ***The main challenges a manager may face:***

Managers struggle with

- ❖ heavy workloads,
- ❖ team burnout,
- ❖ technological adoption in a very changing environment
- ❖ hybrid work management,
- ❖ inadequate resources (rarity/scarcity)
- ❖ Increased intensity of competition

### ***Characteristics of an Effective Manager***

- ❖ High emotional intelligence
- ❖ Flexible and adaptable
- ❖ Delegates effectively
- ❖ good problem-solving abilities and skills
- ❖ A strategic thinker
- ❖ Effective stress management
- ❖ Leads the Team to Success

### ***Managerial Levels***

#### **1- Top managers:**

consist of the Board of Directors, Chairman, President, Vice-president, Managing Directors or Chief Executive Officers(CEO) or General Manager, they are responsible for:

- ❖ Determining the goals of an organization

- ❖ achieving the overall objectives of the organization
- ❖ Making policies and frame plans to attain the goals.
- ❖ Setting up an organizational structure
- ❖ Providing overall direction in the organization

## **2- Middle Managers:**

These are functional heads of departments.

- ❖ They are responsible for preparing, implementing, and controlling departmental plans and strategies.
- ❖ They are responsible for all the activities of first-line managers.
- ❖ Interpret the policies framed by the top management.
- ❖ cooperative with another department to ensure the smooth functioning of the entire organization.
- ❖ make provision for training, workshops, seminars, and other activities.

## **3- First-line-Managers:**

the lowest level and is directly involved in the implementation of plans, they are responsible for:

- ❖ Classify and assign jobs and tasks
- ❖ Direct and guide the workers.
- ❖ inform the unsolved problems of workers to the management.
- ❖ Build high group morale among the workers.
- ❖ operate and create a better environment for work.

## ***Managerial Roles***

### **1)- Interpersonal Roles**

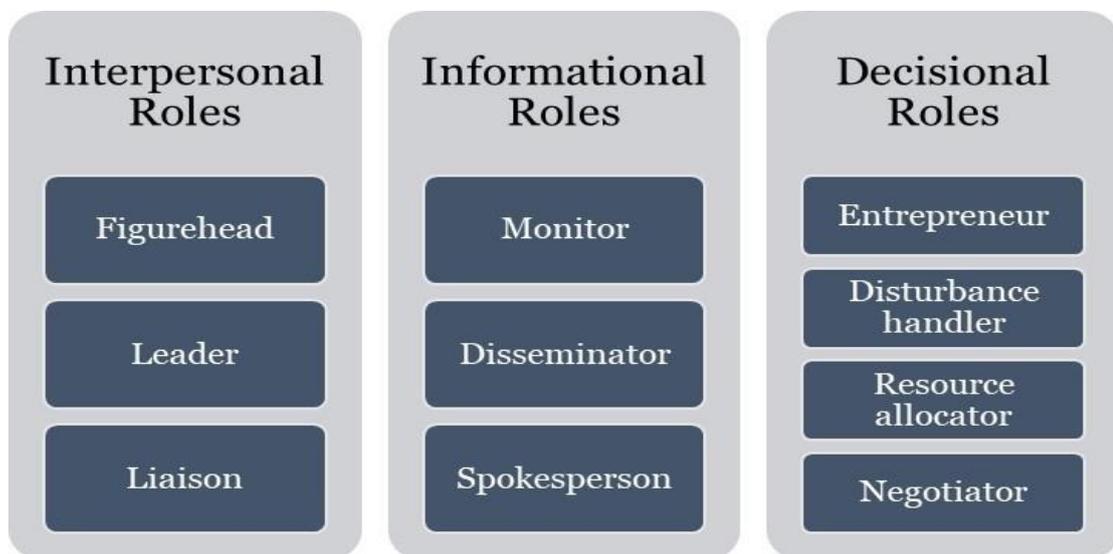
- ❖ Figurehead: includes symbolic duties that are legal or social.
- ❖ Leader: This involves building a team, coaching the members, motivating them, and developing strong relationships.
- ❖ Liaison: includes developing and maintaining a network outside the department.

## 2)- Informational Roles

- ❖ Monitor: includes seeking information regarding the internal as well as external issues that are affecting the organization.
- ❖ Disseminator: gathered information needs to be disseminated or transmitted within the organization.
- ❖ Spokesperson: includes representing the organization and providing information about the organization to outsiders.

## 3)- Decisional Roles

- ❖ Entrepreneur: involves all aspects associated with acting as an initiator, designer, and encourager of innovation and change.
- ❖ Problem handler: taking corrective action when the organization faces unexpected difficulties.
- ❖ Resource Allocator: being responsible for the optimum allocation of resources like time, equipment, funds, and also human resources, etc.
- ❖ Negotiator: representing the organization in negotiations that affect the manager's scope of responsibility.



## *Manager's skills*

- ▶ **Management skills**: the knowledge and ability of the people in a managerial position to carry out specific management activities or tasks.

### 1-Technical Skills

- ❖ are related to the mechanics or step-by-step actions of doing things. they are about the ability to do a specific task.
- ❖ These skills are crucial for first-level managers, and they lose their importance as we move through a hierarchy from the bottom to higher levels.

### 2- Interpersonal Skills (Human skills)

- ❖ They are essential to a manager’s ability to influence, interact, work, lead, or relate effectively with others and motivate them for better results(leading, motivating, helping...).
- ❖ They are essential for managers at all levels.

### 3- Conceptual Skills:

- ❖ the managerial knowledge and ability for abstract thinking, understanding the complexity of the entire organization, predicting the future of the business as a whole, and finding creative ideas.
- ❖ they are essential for top managers and less important for middle and first-level managers

