

Skills of Management

Managerial Skills

In order to be effective, a manager must possess and continuously develop several essential skills. Robert Katz has identified three basic types of skills.

- **Technical skills**
- **Human skills**
- **Conceptual skills**

Which he says is needed by all managers.

- Technical skills –

The ability to use the tools, procedure, techniques of specialized fields. Technical skills are considered to be crucial to effectiveness of low-level management

because they are in direct contact with employees performing work activity within the organisation. As manager moves to higher level of management within organisation the importance of technical skills diminishes because the manager has less direct contact with day to day problems and activities.

- Human skills –

Human skills is the ability to work with ,understand and motivate other people .This skill is essential for every level of management but it is particularly important at lower level of management where the lower level managers have frequent contact with lower level personnel.

- Conceptual Skills –

It is the mental ability to coordinate and integrate the organisation interest and activities. It refers to the ability to visualize the organisation as a whole and understand how the organisation fits into the wider context of the industry, community and world.

Technical skill is most important at the lower level of management; it becomes less important as we move up the chain of command. On the other words we can say that the importance of conceptual skills increases as we rise in ranks of management. The higher the manager is in hierarchy, the more he or she would be involved in long term decisions that affect large part of organisation. This is shown because to get work done through others. High technical or conceptual skills are not

very valuable if they can not be used to inspire and influence other organisation members.

Besides the Three important skills, Writers provided one important skill which is required at various levels of management in modern organization is:

General Business skills.

General business skills are related to skills of business managers, in determining success by its lower/ bottom line. General business skills of manager are –

- Business development skills :
Skills to run manage and control business units.
- Motivation skills :

Skills to motivate people in and around business units.

- Decision making skills :
Deciding the best alternative way out.
- Negotiation skills :
Negotiating with both backward and forward link human.
- Problem solving skills :
Skills to address the problem or challenges of business.
- Marketing skills :
Skills for both promotional and result oriented initiatives.

- Delegation and Time management skills
:

Skills to procure and supply products / services as per needs and demands.

- Leadership skills :

Skills to lead the business unit at its desired goal.