



# MANAGERIAL SKILLS

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Effective managers possess a range of managerial skills that enable them to perform their roles successfully. These skills can be categorized into three main categories: technical skills, human skills, and conceptual skills.

## **TECHNICAL SKILLS**

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Technical skills involve the ability to understand and perform specific tasks or functions related to the manager's area of expertise. These skills are essential for front-line and middle-level managers.

## Examples of technical skills:

- Accounting and financial analysis
- Marketing and sales techniques
- Computer programming and IT skills
- Manufacturing and production processes
- Quality control and process management

## HUMAN SKILLS:

Human skills, also known as interpersonal skills or people skills, are crucial for all levels of management. They involve the ability to work effectively with people, understand their motivations and needs, and build positive relationships.

## EXAMPLES FOR TECHNICAL SKILLS

## HUMAN SKILLS

## Examples of human skills:

**Communication:** The ability to convey ideas and information clearly and effectively, both in writing and verbally.

**Leadership:** The capacity to motivate, guide, and inspire team members to achieve their best performance.

**Teamwork:** The skill of collaborating with others, resolving conflicts, and fostering a positive work environment.

**Conflict resolution:** The ability to identify and address conflicts within the team or organization constructively.

**Empathy:** Understanding and showing consideration for the feelings and perspectives of others.

## EXAMPLES FOR HUMAN SKILLS

## CONCEPTUAL SKILLS

### CONCEPTUAL SKILLS:

Conceptual skills are essential for top-level managers and involve the ability to think broadly and understand the organization as a whole. These skills are related to critical thinking and strategic decision-making.

## EXAMPLES OF CONCEPTUAL SKILLS

### Examples of conceptual skills:

**Strategic thinking:** The capacity to develop long-term plans and vision for the organization.

**Problem-solving:** Analyzing complex situations, identifying issues, and developing effective solutions.

**Decision-making:** Making informed choices based on critical analysis and a deep understanding of the organization's goals and objectives.

**Systems thinking:** Understanding the interrelationships between various components of the organization and how they affect each other.

In addition to these core skills, effective managers often possess other important attributes and skills, including:

## EXAMPLES OF CONCEPTUAL SKILLS

**Time management:** The ability to prioritize tasks, meet deadlines, and manage one's own time and that of the team effectively.

**Delegation:** Assigning tasks and responsibilities to team members, trusting them to perform and achieve objectives.

**Adaptability:** Being open to change and able to adapt to evolving circumstances and environments.

**Communication skills:** Listening actively, providing clear instructions, and facilitating effective communication within the organization.

**Ethical decision-making:** Making decisions based on a strong sense of ethics and integrity

## EXAMPLES OF CONCEPTUAL SKILLS

**Financial acumen:** Understanding financial statements, budgeting, and financial management.

**Innovation and creativity:** Encouraging and fostering innovation within the organization.

**Negotiation skills:** Effectively resolving conflicts and reaching agreements with internal and external stakeholders.

Managers need to develop and refine these skills over time to enhance their effectiveness in their roles and contribute to the success of their organizations. The specific skills required may vary depending on the level of management and the industry or context of the organization.