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Management Skills

Managerial Skills :

Management skills can be defined as certain attributes or abilities that an executive should possess in order to fulfill specific tasks in an organization. They include the capacity to perform executive duties in an organization while avoiding crisis situations and promptly solving problems when they occur.

Management skills can be developed through learning and practical experience as a manager. The skills help the manager to relate with their fellow co-workers and know how to deal well with their subordinates, which allows for the easy flow of activities in the organization.

Good management skills are vital for any organization to succeed and achieve its goals and objectives. A manager who fosters good management skills is able to propel the company's mission and vision or business goals forward with fewer hurdles and objections from internal and external sources.

Management and leadership skills are often used interchangeably as they both involve planning, decision-making, problem-solving, communication, delegation, and time management. Good managers are almost always good leaders as well.

In addition to leading, a critical role of a manager is to also ensure that all parts of the organization are functioning cohesively. Without such integration, several issues can arise and failure is bound to happen. Management skills are crucial for various positions and at different levels of a company, from top leadership to intermediate supervisors to first-level managers.

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

a. 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.

b. 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.

c. 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:

d. 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.