## MANAGER (Services).....

#### ..... demystified Dr. Sunmeet Banerjee





# DR VN BRIMS's emerging professional talent?

## YOU!

#### All the best for a Rewarding & Progressive Career





#### **Objectives**

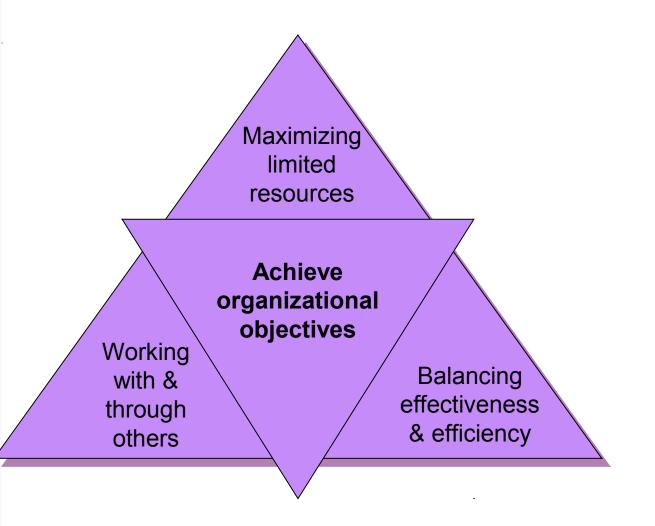
By the end of this session, we will be able to understand:

- The Role of a Manager.
- Some Facts of Managerial life.
- What it takes to be a successful Manager.





#### What do Managers do?







#### How do they Achieve Organizational Objectives?

By performing

Managerial Functions

Managerial Roles





#### **Managerial Functions**

Formulation of sinternatives course of waternare intelligent & Planning ethical Decision Making Assignment of responsibility Recruiting, Training Organizing & Developing people Upward and downward Staffing flow of information Communicating Aligning organizational objectives with Motivating Serving and Address Maigetives Desired and influencies Leading - Corre**blehevaichido**wards achievement Controlling



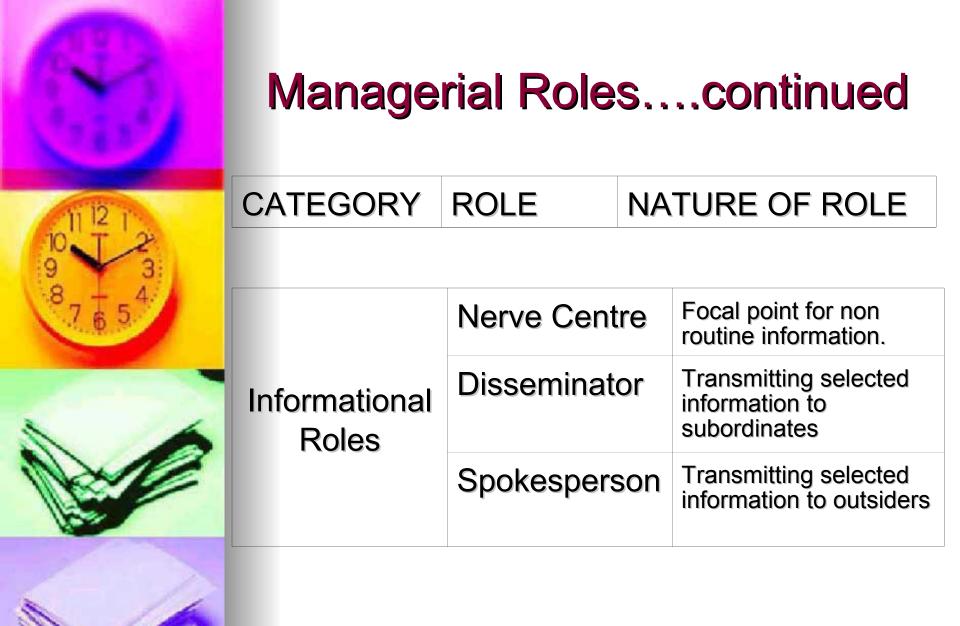


#### **Managerial Roles**

#### CATEGORY ROLE NATURE OF ROLE

| Interpersonal<br>Roles | Figurehead | Symbol of legal authority.                            |
|------------------------|------------|---|
|                        | Leader     | Motivating subordinates towards achieving objectives. |
|                        | Liaison    | Link in the chain of communication.                   |











### **MANAGER**.....

What does the word mean to most people.....

- Power ?
- Privilege ?
- Authority ?
- Good Pay ?





## MANAGER ...... (with no Sugar Coating)

When you accept a managerial position, you *lose your right* to:

- Lose your temper.
- Be one of the gang.
- Bring your personal problems to work.
- Vent your frustrations and express all your opinions at work.
- Resist Change.
- Ask others to do what you wouldn't do.





## MANAGER ...... (with no Sugar Coating)

When you accept a managerial position, you *lose your right* to:

- Pass the buck on tough assignments.
- Get even with your adversaries.
- Play favorites.
- Put your self interest first.
- Expect to be immediately recognized and rewarded for doing a good job.





### Ten Facts of Managerial Life (Reality Bites.....)

- 1. Managers work long hours.
- 2. Managers are busy
- A manager's work is fragmented; episodes are brief
- 4. A manager's job is varied
- 5. Managers are "homebodies"
- The manager's work is primarily oral





### Ten Facts of Managerial Life (Reality Bites.....)

- 7. Managers use a lot of contacts
- Managers are not reflective planners
- Information is the basic ingredient of the manager's work
- Managers don't know how they spend their time





#### MANAGEMENT IS NOT FOR EVERYONE ..... it is not for the timid, the egomaniacal, or the lazy.





#### MANAGEMENT requires *clearheaded individuals* who can envision something better and turn it into reality by working with and through others.





# What does it take to become a Successful Manager?

#### $S = A \times M \times O$

Success = Ability X Motivation to Manage X Opportunity









## **Formula for Success**

Ability - the demonstrated capacity to achieve organizational objectives both effectively and efficiently.

#### Some Skills / traits:

- Leadership
- Communication and presentation skills
- Planning and organizing
- Information gathering and problem analysis
- Decision making
- Delegation and control
- Self objectivity



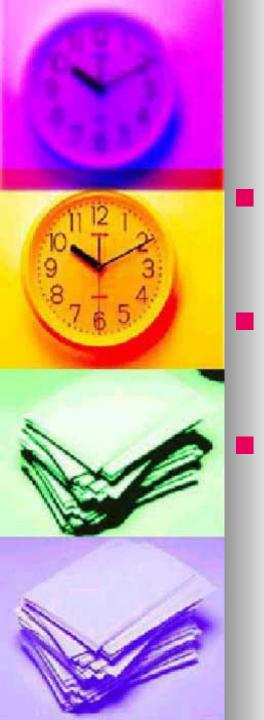


#### **Formula for Success**

Motivation to Manage – desire to succeed in performing managerial functions and roles

#### Miner's Seven Trait model:

- Favorable attitude toward those in positions of authority, such as superiors
- Desire to engage in games or sports competition with peers
- Desire to engage in occupational competition with peers
- Desire to assert oneself and take charge
- Desire to exercise power and authority over others
- Desire to behave in distinctive way
- Sense of responsibility in carrying out the routine duties associated with managerial worksmira' subject in the second



## **Key Learnings**

- What Managers do Role
  - Managing with RESPONSIBILITY
  - Formula for becoming a Successful Manager

