



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



- **Planning**

Formulation of future alternatives
course of action which are intelligent &
ethical.

- **Decision Making**

Assignment of
responsibility

- **Organizing**

Recruiting, Training
& Developing people

- **Staffing**

Upward and downward
flow of information

- **Communicating**

Aligning organizational
objectives with

- **Motivating**

Serving as a Role Model
employees' objectives

- **Leading**

Desired vs. Actual results

- **Controlling**

– Corrective action towards
achievement

Managerial Roles

CATEGORY	ROLE	NATURE OF ROLE
Interpersonal Roles	Figurehead	Symbol of legal authority.
	Leader	Motivating subordinates towards achieving objectives.
	Liaison	Link in the chain of communication.

Managerial Roles....continued

CATEGORY	ROLE	NATURE OF ROLE
Informational Roles	Nerve Centre	Focal point for non routine information.
	Disseminator	Transmitting selected information to subordinates
	Spokesperson	Transmitting selected information to outsiders

Managerial Roles....continued

CATEGORY	ROLE	NATURE OF ROLE
Decisional Roles	Entrepreneur	Designing and initiating changes within the organization
	Disturbance handler	Corrective action in non routine situations
	Resource allocator	Deciding exactly who should get what resources
	Negotiator	Negotiating agreements reflecting organizational interests

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.
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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
3. A manager's work is fragmented; episodes are brief
4. A manager's job is varied
5. Managers are "homebodies"
6. The manager's work is primarily oral

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

7. Managers use a lot of contacts
8. Managers are not reflective planners
9. Information is the basic ingredient of the manager's work
10. 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 ***clear-headed 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 work



Key Learnings

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